ICS STUDENT HELP DESK

AT LEEWARD COMMUNITY COLLEGE

INTRODUCTION

The ICS Student Help Desk at Leeward Community College is an ICS student run program whose goal is to help repair and maintain fellow Leeward Community College students' computers and small devices. We provide simple IT services ranging from simple hardware cleaning to virus removal in addition to consultations on what computer to buy or what parts are compatible with a system they already have.

This handbook will outline out major polices and guidelines and will always be open to modification, supplementation and revision should anything be discovered to accurately reflect the Help Desk's needs. The purpose of this handbook is to familiarize you with procedures of the helpdesk and serve as a reference for almost any given situation.

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1   CODE OF CONDUCT

1.1   EXPECTATIONS

As a student working with the ICS Student Help Desk you are expected to exemplify professional conduct and integrity. Keep in mind that this is a team environment and you must work while being courteous, mindful, and empathetic to not only customers but to your fellow students and managers as well. It is expected that you cooperate with your fellow students. Adhering to these standards will ensure that the work environment remains civil, safe, and comfortable for all involved and promote a productive work environment.

1.2   WORK AREA

- The room will be divided according to Help Desk functions:
    - Reception
    - Desk space
    - Repair space
    - Waiting area
    - Storage space
- Non-employees are not allowed in any space except the waiting area.
- Only students receiving Help Desk assistance are allowed in the waiting area.
- Only active workers are allowed in the back room.
    - If you are not scheduled to work, you are a treated as any other student and must adhere to the work area policies as such.
- Areas must be clearly labelled with signs.
    - Only Help Desk Workers Beyond This Point
    - Please Wait Here, Please Wait In Line, Please Take a Number, etc.
    - No Food Or Drink Allowed

1.3   RULES AND REGULATIONS

- Personal items must be stored
- Help Desk room is only used for services provided by the Help Desk
- Mobile devices must be silenced or tuned off
- No eating in the Repair area
- No food or drink near equipment
- All users must log out after personal use (computers)
- No Help Desk service provided outside the Help Desk
- No solicitation or loitering
- Room must not be left unlocked and unattended for an extended period of time, or ever

1.4   HELP DESK PROPERTY

- Help desk property such as tools, equipment, computers, software, and office supplies are not for private use.
- All customer information, employee emails, computer use and internet are privileged resources and are intended to be used for job-related functions.
- Phones are provided for business use only. Personal calls are not permitted on the landlines.

1.5   GRIEVANCE AND CONFLICT RESOLUTION

- Parties involved are expected to exhaust all conflict resolution options at their disposal.
- In the event a dispute between employees cannot be resolved have the supervisor mediate the conflict.

2   SHIFTS

2.1   WORK ORDER DELEGATION

- First Person In - Check and Respond to all email and phone messages.
- Last Person Out - Check and Respond to all email and phone messages. Phone messages will only be made after 9 am and before 6 pm, unless indicated exception by the customer.
- Any email that cannot be responded to immediately shall be logged in the computer system and added on the to-do board with a date and time.
- Any phone message that cannot be responded to immediately shall be logged in the computer system and added on the to-do board with a date and time.
- The receptionist shall check and respond to all email and phone messages on the to-do board at the top and bottom of each hour. Phone messages will only be made after 9 am and before 6 pm, unless indicated exception by the customer.
- The receptionist shall answer all email and phone messages as they come in, or as soon as they are free.
- The receptionist shall service all customers as the come in, or as soon as they are free. (As per the Customer Walk-in Flowchart.)
- These positions shall be on a rotation basis by work day and be recorded if necessary.
- Any scheduled appointment shall be assigned to one of the technicians/trainers in the back, unless agreed upon by the receptionist. Training shall be done in the front area.
- For any walk in appointments that the reception deems to require more help than they can provide, the reception shall check with any/all technician/trainers in the back to see if they are free. If not, the receptionist shall offer a scheduled appointment, as described by the Appointment Policy.
- All devices that are check-in should be logged on to the computer and added to the to-do board with the date and time.
- Technicians should strive to work on all items on the work order column of the to-do board in a First In, First Out (FIFO) model and as their abilities permit.
- If an employee believes a work order is beyond their ability, they should place their name next to it before moving on to the next work order.
- All reasonable attempts shall be made for the technician who does work on that work order to train any and all other technicians whose name appears next to a work order.
- If the technician is comfortable, an audio or visual recording may be done.
  - This recording is for training purposes only and will be deleted within 1 week.
  - Remember that the main purpose of the Leeward CC Help Desk is to train ICS students for future employment in the field of ICS.

2.2   BREAKTIME AND DOWNTIME

- During reduced activity Help Desk workers are allowed to have personal time
- Reception computer must not be used for personal use
- All technicians must take a break after continuous service:
  - 10 minutes per 1 hour
  - 15 minutes per 2 hours
  - 30 minutes per 4 hours

2.3 END OF SHIFT

- And the end of your shift ensure that all work scheduled is completed and notified.
- If working as a technician ensure that all tools and equipment are returned to their proper place and the work area is clean and ready for the next person to work.

2.4 EMERGENCIES

- Do not panic.
- Keep First Aid Kit in easily accessible location.
- All workers must know how to access emergency contact information.
    - o Emergency Honolulu PD: 911
    - o Security office: 455-0611
    - o Health center: 455 0515
    - o Email contact group
- Emergency contact information must be clearly visible.
- Please follow instruction provided by administration.
- Alert occupants to any emergencies in a calm manner.

3 "IN-THE DOOR" PROCEDURE

3.1 WALK-IN FLOWCHART

1. Customer Walks In
    o If busy go to 2
    o Else go to 3

2. Employee should welcome the customer and direct them to take a number.
    o Go to 4

3. Pull a number should not be out.
    o Go to 4.

4. Greet the customer, conduct a brief intake interview, and fill out the Intake form. Employee will determine level of service.
    o If pick-up go to 13.
    o If device needs to be taken to conduct service go to 5.
    o If simple service or training go to 6.
    o If help desk services do not encompass customer needs go to 11.

5. If service of the device requires the device to be taken in, the employee will check Student ID and explain to the customer the policies and service that will be performed. The employee will give an estimated completion date and time. The employee will fill in a Service and Contract Form (with claim Form) and provide the customer with a copy. The employee will then accept the device from the customer.
    o Go to 9

6. If simple service or training, the employee will check Student ID and explain to the customer the policies and service that will be performed. The employee will give an estimated time the service will take.
    o If current time is available for technician go to 7.
    o If current time not available go to 9.

7. If time is available the employee will provide the necessary service or training with the customer.
    o Go to 14.

8. If the Help Desk is busy, the employee will schedule a service or training with the customer according to the Appointment Policy.
    o Go to 14.

9. Work done on device.
    o If problems arise during maintenance go to 10.
    o If work completed go to 16.

10. If problems arise during service the employee that serviced the device will immediately inform the Help Desk supervisor of the issue/s, record the issue on the work order ticket, and then contact the customer to inform them of the problem and explain the options and time constraints available.

- If service is still agreed upon by both parties, record changes on work order ticket and continue with service. Go to 9.
- Else go to 13.

11. If Help Desk services or training not appropriate, explain to the customer why the service or training is not available. Inform the customer where proper service might be available.
     - Go to 14.

12. When the work is done, the employee who completes the work will immediately contact the customer to notify them that their device is ready and review pick up policies.
     - Go to 13.

13. When a customer comes to pick up, ownership must be checked by Student ID. Verify Name and Picture. Review with the customer what services were provided and review suggestions list if applicable. Have customer sign off the service ticket. Ask if they will be willing to complete an anonymous evaluation and set it up. Return their device to them and have them inspect it.
     - Go to 14.

14. Thank them for using the Help Desk services.

3.2 APPOINTMENT SCHEDULING

Whenever the Help Desk is open for business, there should be at least 2 employees working. (This may include the Help Desk Manager.)

When scheduling appointments, the number of appointments shall be no more than one less than the number of working employees. (Not including the Help Desk Manager.) (For example: if 3 employees are working then a maximum of 2 appointments may be scheduled). If you are scheduled to work and know you will be working on a specific project and not available for appointments, please schedule yourself in an appointment!

Approximate scheduling times:
     5 minutes - Equipment Check-in
     10 minutes - Training Passthrough
     10 minutes - Training One time Wi-Fi connections
     15 minutes - Training Installation and initial use of Google Drive

No appointments shall be scheduled within twice the approximate scheduling time or an additional 15 minutes of the approximate scheduling time (whichever is less) before the end of an employee's shift. *(For example: if Jonas's shift ends at 11 am, the latest passthrough appointment should be scheduled is 10:40. (2 x 10 = 20 minutes) For a 30 minute appointment, the latest appointment should be scheduled for 10:15. (30 + 15 = 45 minutes))* ***

No appointments will be scheduled during the last 30 minutes before closing of the day.***

*** These times are for scheduled appointments only! The employees working should make their own personal judgements on what they can accomplish with walk-in customers. (Reasoning for this policy is to ensure that employees are able to leave at the end of their shift to attend classes or other personal obligations on time.)

4   INTAKE POLICY

Intake of computer, smart phone, or tablet will be inventoried and accounted for. All damages, Knicks, scratches, and any other type of damage will be noted using intake damage form or through pictures while customer is present. Customer will then sign an agreement form stating such damages and sign the waiver of liability form listed in the Disclaimer Policy before handing over custody of computer, smart phone, or tablet.

Equipment being brought in to custody of the Student Help Desk will be secured properly to prevent any damage or theft.

Upon receiving custody of equipment, the Student Help Desk will give a reasonable time customers problem would be resolved.

All paperwork needed for the Intake Policy will be stored in a locking file cabinet or digital, using a proper file system. All private information will be protected in accordance with the University of Hawaii's "Security and Protection of Sensitive Information" Policy and all Hawaii State and Federal Laws.

After work is completed, customer will be notified and the Post-Intake form will be completed with repair notes, inventory, damages, and other findings or suggestions that may be.

The Student Help Desk reserves the right to refuse work on any computer as stated in the Disclaimer Policy. The Student Help Desk will use their best judgement when accepting and taking custody of equipment coming in.

This Policy is made for equipment that the Student Help Desk takes custody of. For things such as a simple Passthrough hook up or types of training where there are two Student Help Desk employees and the customer is present, there will be no need of taking custody of such equipment.

5   EMAIL AND PHONE CONDUCT

We will strive to return all phone and e-mail messages within 1 business day or sooner.
First Person in shall strive to answer all phone messages and e-mail before performing any other business or duties. (Please also check the Phone to do list.)
Half Hour before the last shift of the day ends, that employee shall check and respond to all phone messages and e-mail messages. (Please also check the Phone to do list.)

Please remember that we represent Leeward Community College and the Help Desk, as such we need to present ourselves in a professional manner. No swearing or using of any derogatory terms. Try to limit the Pidgin as much as possible.

5.1   E-MAIL

E-mail messages should be replied to upon receipt. If you open it, deal with it.
- E-mail that are responded to shall be filed in the appropriate folder.
- The inbox shall only hold messages that need attention.
- Customer e-mails should not be deleted
- Possible proper responses include:
  - answering Customer's questions
  - scheduling an appointment
  - informing of Help Desk in person hours
  - directing customer to appropriate services
  - WORST CASE SCENARIO - if not possible to reply adequately, inform the customer that the Help Desk has received their e-mail and we are working on responding to it as soon as possible. Then flag the email and place a note on the triage board! time date

5.2   PHONE CALLS

All appropriate phone calls should be logged into the phone logs
We will attempt to return their calls up to three times, with at least 30 minutes and no more than 1 business day between attempts.
Return phone calls shall not be made before 9 am or after 5 pm. For morning calls, set a reminder timer if necessary.

5.2.1 Answering the Phone

- Give an appropriate greeting
- State your name
- Inform them they have reached ICS Help Desk at Leeward Community College
- Ask them how you can be of service.
- ** Log all appropriate calls in the call logs.
- *See Sample 1*

5.2.2 Returning Phone Calls

- Give an appropriate greeting
- State your name and that you work at the ICS Help Desk at Leeward Community College

- Ask for the appropriate person
- Let them know you are returning their phone call.
- Ask them how you can be of service.
- ** Log all appropriate calls in the call logs.
- *See Sample 2*

5.2.3 Leaving Messages

- Give an appropriate greeting
- State your name and that you work at the ICS Help Desk at Leeward Community College
- Inform them who you are looking for
- Let them know you are returning their phone call
- Inform them we will try again later
- ** Record the date and time of the phone message in the call log
- ** Place the phone message call log ID number on the to-do board.
- *See Sample 3*

5.2.4 Third Attempt to Return Call

- Give an appropriate greeting
- State your name and that you work at the ICS Help Desk at Leeward Community College
- Inform them who you are looking for
- Let them know you are returning their phone call
- Inform them of our hours and contact information
- ** Record the date and time of the phone message
- ** Finish Call Log and file it completed.
- *See Sample 4*

5.2.5 Ending a Call

- See if we can be of any other service
- Thank them for using the ICS Help Desk services at Leeward Community College
- Give appropriate salutations

5.3   IMPORTANT INFORMATION:

Office: **DA205A**

Help Desk Phone Number: **(808) 454-4736**
       Help Desk e-mail: **leeward.ics.helpdesk@gmail.com**
       Webpage:

Help Desk Supervisor Phone Number:
       Supervisor e-mail:

Advisor's Phone Number
       Advisor's e-mail:

Hours of Operations:
       Mondays
       Tuesdays
       Wednesdays
       Thursdays
       Fridays

5.4   SAMPLE CALLS

Sample 1
When answering the phone: "Aloha, you have reached the Leeward CC ICS Help Desk. This is Jonas speaking. How may I help you today?"

Sample 2
When returning phone messages and someone answers: "Aloha, this is Jonas from the ICS Help Desk at Leeward Community College, I am looking to speak with 'NAME'. Are they available?" *If so, repeat above as necessary and add,* "I am returning your call…" Then address their questions or concerns and check to see what services we might be able to help them with.

Sample 3
When returning a phone message and it goes to voicemail: "Aloha, this is Jonas from the ICS Help Desk at Leeward Community College Desk, we are attempting to reach, 'NAME' in regards to a phone message you left us. We will try to reach you again later."

Sample 3
When returning phone messages on 3rd/Last attempt: "Aloha, this is Jonas from the ICS Help Desk at Leeward Community College Help Desk returning your call. Unfortunately, we have been unable to reach you. Our hours of operations are… Please feel free to stop by, call us back or email us if we can still be of assistance to you. We are looking forward to hearing back from you."

6 DISCLAIMER

6.1 SERVICE AVAILABILITY

Assistance will be provided to all present Leeward Community College students with the understanding that the help desk is a student run operation and used as a learning environment.

6.2 WAIVER

Students authorize the help desk to perform services on their device. Services are provided with no warranty, expressed or implied. The ICS Student Help Desk or its employees will not be held responsible for any damages, hardware and software, that may result from work on the device. The ICS Student Help Desk reserves the right to refuse work on any personal equipment.
The ICS Student Help Desk will not handle any illegal or unlicensed software.
The client is responsible for having a backup of all their files.

6.3 PERSONAL INFORMATION

Students using the Help Desk services consent to the Help Desk receiving and storing student information. (*This information will not be shared with any other parties*)
Name
Student ID Number
Phone Number
E-mail Address

Information will be securely stored for the specified length of time, then disposed of following proper disposal procedures.

7 INVENTORY

7.1 INVENTORY POLICY

Inventory is a listing of all equipment and customer devices that we have in our possession.

7.1.1 Tools and Supplies

- Spreadsheet Based
    - o Backed up in Google Sheets
- Fields
    - o Description of item
    - o Quantity
    - o ItemID for our purposes.
    - o Serial Numbers
    - o Vendor
    - o Price

- Consumable items will not be inventoried.

Categorize equipment (tools, computer parts, network, and office supplies)
Also, Category levels (for example):
- Level 1: Office pens (frequently used and easily replaced)
- Level 2: Anti-static mats (frequently used, hard to replace)
- Level 3: Surge protector (important to Help Desk, need to replace)

7.1.2 Customer Intakes

- Spreadsheet Based
    - o Backed up in Google Sheets
- Fields
    - o Description of item
    - o Intake Date
    - o Serial Number
    - o Student ID
    - o Student Name
    - o Work Order Number

7.2 INVENTORY TRACKING

Not all inventory will be tracked. Consumable items, and some frequently used items are not necessary to track due to their frequent use. For these items please use the honor system and make sure to return tools to where they belong after they are done being used.

Sensitive or valuable tools and inventory will be tracked using the TimeStation app for Android and iOS.
- Tracked inventory will have a QR code attached.
- When inventory is taken out scan the QR code using the TimeStation app.
- When inventory is returned scan the QR code again.
- All time in and out information will automatically be tracked and available on the TimeStation website.

8   SECURITY

8.1   PASSWORDS POLICIES

8.1.1   Storing passwords:
- Do not store passwords in the open
  - e.g. on a sticky note under a keyboard or on a computer monitor
- All copies of login information must be printed in a sans-serif font
- One (1) copy of login information stored in a non-descript lockbox in the lab
- One (1) copy of login information stored in a sealed envelope in the advisor's office

8.1.2   New/updated passwords:
- Any changes to the login or password must be approved by the supervisor
- The supervisor will decide root access

8.2   DATA COLLECTION

8.2.1   Storing Data
- Data storage is only offered as a necessity.
- Only done if repairs need to be done that or replace the hard drive.
- Examples - Hard drive formatting, upgrading or installing a new OS, installing a new hard drive.
- For hard drive mirrors we will store the information on the large externals.

8.3   EQUIPMENT ACCESS

8.3.1   Equipment Storage
- Should be in their respective places at the end of the day when we close up.
- Since there are two sets of the basic tools and such we can keep them in the tool cases on the bottom shelf of the cart.
- Each cart will have their own set of basic tools.
- Large and more expensive or valuable tools will be stored in the file cabinets where they can be locked up at night.
- Put things back after you're done using them to ensure that we do not lose anything.
- You are responsible for returning all tools and equipment to their proper place at the end of your shift.
- At the end of the day everything should be returned to where they are supposed to be.

8.3.2   Customer Devices

In the event that we need to hold customer equipment such as a laptop or device to work on, it remains in the file cabinets at all times unless being worked on or returned.
Each piece of equipment we take in should be clearly labeled and properly inventoried.

9 EQUIPMENT OPERATION AND MAINTENANCE

All equipment needs to be properly maintained and all employees must be properly trained in their use. New employees are required to familiarize themselves and get trained on the proper use of equipment.

All maintenance and upgrades should be done at minimum at the beginning and end of each semester. Frequency of maintenance can increase as time allows.

9.1 TECHNICIAN TRAINING

- All technicians must familiarize themselves with the Help Desk equipment
  - Intended for specialized (hard-to-replace) tools and items
  - Read all warning and instruction manuals
  - Read all Help Desk policies and guidelines
- All technicians must be given a demo of each tool
  - Under supervision
  - Tell, Show; Tell Show
    - Instructor tells the trainee how to use the equipment
    - Instructor shows the trainee how to use the equipment
    - Trainee tells the instructor how to use the equipment
    - Trainee shows the instructor how to use the equipment
- All technicians must perform training before signing the general waiver form (see Conduct and Form policies)

9.2 DOCUMENTS AND SPECIFICATIONS

- Categorize equipment (see Inventory policy)
- All equipment with special instructions must be labelled with a warning (reference label)
- All equipment with special instructions must have the instruction manual readily accessible
- All instruction manuals are kept in the same location as tools

9.3 INSTALLATION AND UPGRADES

- All equipment must be installed according to manufacturer instructions
- All equipment must be inspected and tested before use
- All equipment must be inventoried before use.
- All equipment kept in "good condition" and in working order
- All equipment must be updated/upgraded when necessary

9.4 MAINTENANCE AND OPERATION

- All equipment must be operated according to its intended use
- All equipment must be operated only when in "good condition"
- DO NOT USE MALFUNCTIONING EQUIPMENT
- All equipment must be regularly maintained according to manufacturer instructor or amount of use, whichever comes first
- All equipment must be noted when maintenance was performed (see Forms policy)
- All BROKEN equipment must clearly labelled, safely stored, and supervisor informed via email.

9.5   REPLACEMENT AND DISPOSAL

- All equipment labelled for replacement or disposal must be approved by supervisor
- All equipment to be replaced must have its (2) forms filled (see Forms policy)
    - o   Request for purchase
    - o   Request for disposal
- All equipment must wait for a specified period of time before disposal for testing
- Inventory is updated upon change in inventory (see Inventory policy)

9.6   INSTRUCTION AND PERFORMANCE

- All technicians must be provided instruction and training by an employee who has demonstrated understanding and the capability to use the equipment.
- All technicians must sign the general waiver form (see Forms policy)
    - o   Confidentiality notice
    - o   Idemnification waiver
    - o   Training acknowledgement

10   INFORMATION AND RECORDS

The Help Desk will generate and collect a lot of information. Some of the data is sensitive in nature and the Help Desk needs policies to manage the information and how to handle (not limited to): collecting, storing, disposing, assigning, and backups.

10.1   TRANSACTIONS AND GENERATED DATA

- All transactions must be logged
- All data generated by the Help Desk must be secured

10.2   POSTED INFORMATION

- The following information must be posted and clearly visible at all times:
  - Emergency contacts
  - Work orders
  - Urgent notices
  - Technician schedules and contacts

10.3   MATERIALS SAFETY DATA SHEETS

- https://en.wikipedia.org/wiki/Safety_data_sheet
- (Intended for chemical labs)
- Electronic and physical copy must be placed in a clearly seen and accessible location

10.4   DOCUMENTS, RECORDS, AND FORMS

- All documents must be approved before use
- All documents produced and finalized by Help Desk workers must have a backup
  - Electronic
  - Hard copy
- All records must be safely kept in the Help Desk office for a period of time
  - To be determined
- All forms must have electronic and physical copies readily accessible

10.5   EMAIL, NOTICES, AND INVOICES

- All Help Desk email must be archived (see Email policy)
- Do not delete Help Desk email
  - Junk mail and spam can be deleted at the discretion of an employee.
  - In the event of suspected junk mail, get a second opinion from another employee just in case before it is deleted.
  - We do not want to accidentally delete and email from a customer.
- Copies of invoices must be kept for future records
  - Returns
  - Replacement
  - Inventory
- Notices must be kept for a period of time
  - To be determined
- All email to customers must contain the words:
  - Subject: Leeward Student Help Desk
  - Leeward

- ○ Student Help Desk
- ○ DA 205A
- ○ leeward.ics.helpdesk@gmail.com

10.6 INSTRUCTIONS AND MANUALS

- An electronic copy of instructions and manuals should be maintained (best effort)
- All instructions and manuals must be readily accessible in designated storage
- Inventory of instructions and manuals (see Inventory policy)

10.7 PROMOTIONAL MATERIAL

- All promotional material must be approved by the instructor
    - ○ Posters, flyers, business cards, emails, etc.
- All promotional material must contain the words:
    - ○ Leeward
    - ○ Student Help Desk
    - ○ DA 205A
    - ○ leeward.ics.helpdesk@gmail.com
- Copies of promotional material must be kept
    - ○ Source files
    - ○ Production copies

10.8 DISPOSAL AND RECYCLING

- All documents not needed must be approved for shredding
- Shredding is done under supervision and in batches
- Dispose material in designated bins

Appendix A
Work Order Sample Form

Student Information	
First Name:	**Last Name:**
Student ID:	**Phone Number:**
Email Address:	**Best Way to Contact:**

Equipment Information	
Equipment Type (Laptop, Tablet, Phone, etc.):	
Brand:	**Model Number:**

Problem Description

Office Use Only	
Work Order Number:	**Date:**
Technician:	**Work Type ID:**
Date & Time Started:	**Date & Time Completed:**

Appendix B
Waiver of Liability

<u>Waiver of Liability</u>

I authorize the ICS Student Help Desk to look at and perform work on my device. Work will be limited to the offered services of the Student Help Desk.

I understand the services are provided free of charge by students at Leeward Community College as a learning opportunity for the students.

I agree to release, indemnify and hold harmless Leeward Community College / ICS Student Help Desk and its staff from liability for any claims or damages that may occur during the servicing performed on my device.

I understand that Leeward Community College / ICS Student Help Desk and its staff are not held responsible for any loss of data which may occur as a result of work being done.

I agree to the above terms and authorize the ICS Student Help Desk to perform the services as stated above.

Name:_____ Print	Student ID:_____
Signature:_____	Date:_____