

Help Desk Technical Support

Your complete passport to resources

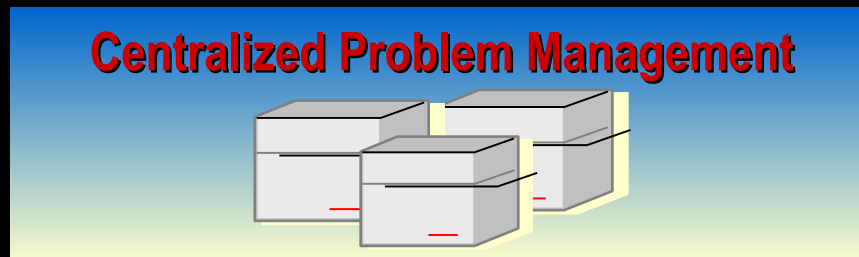


Purpose

- To provide an organizational structure that will effectively support our employees, and to ensure orderly reporting of problem resolutions.

Objectives

- Provide one central point of contact for problem resolution and inquiry.
- Provide one centralized problem management system.
- Provide high level of technical expertise to support our employees.



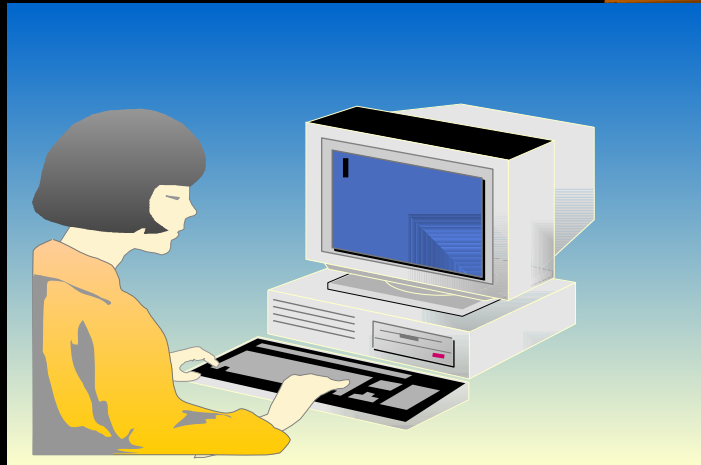
Service

- Provide **day-to-day** support that will include problem receipt: date, time, description of the problem, and its resolution.
- Maintain a database history. This database will provide us with information to measure the service level.

Contact Information_

Available 24 x 7

Direct phone contact



Goals

- Quickly and efficiently resolve problems.
- To have effective communication between employees and support groups, thus eliminating calling the help desk.
- System will provide us with the ability to escalate problems automatically, if necessary.

Structure



- Help Desk (Level 1)
- Tech Support specialists (Level 2)
- Vendor Tech Support (Level 3)

Severity Definitions

Call back response -Will Vary-

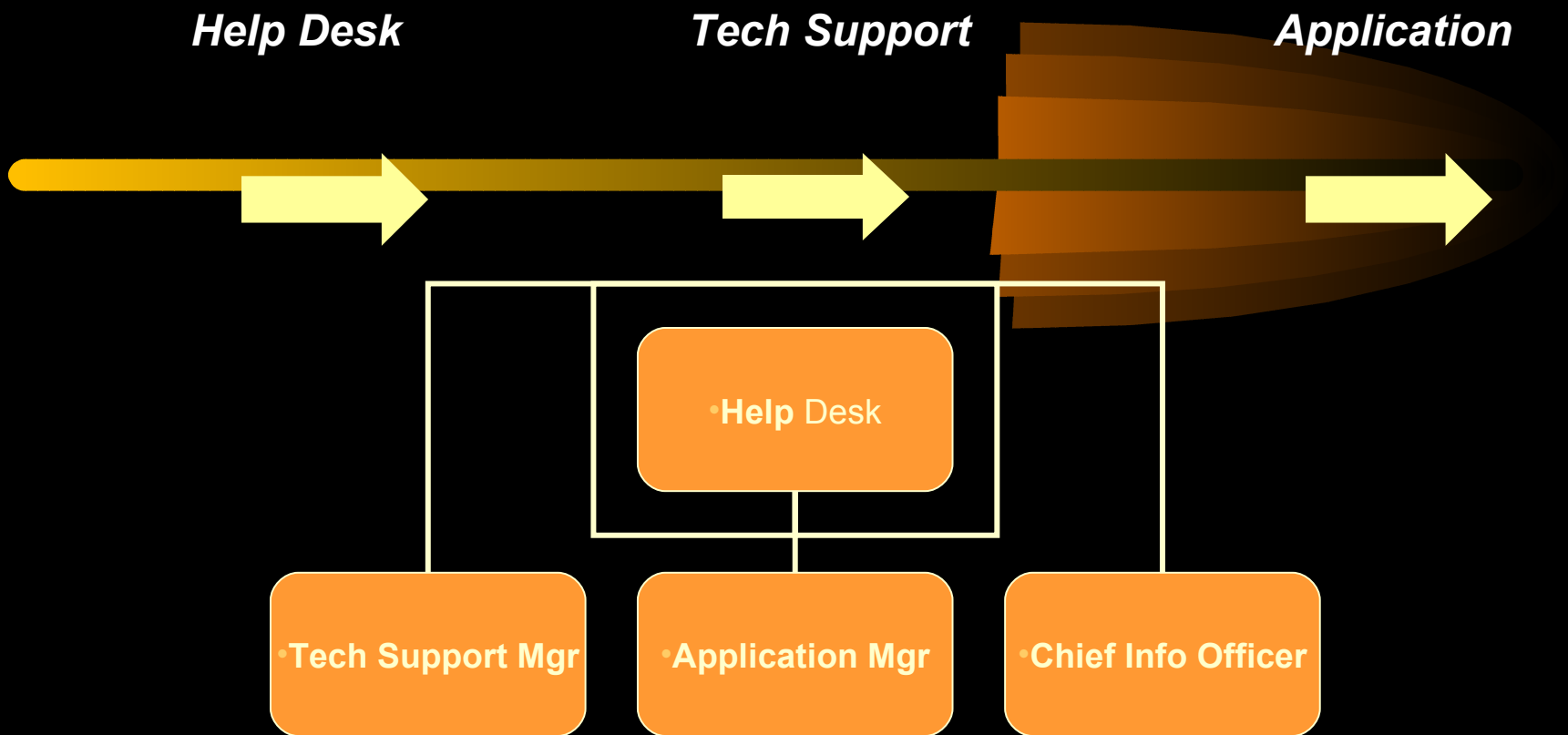
High - System down or application is inoperative

Medium - High impact condition associated with an application or an hardware problem.

Low - Application performance, or an intermittent low-impact condition associated with software problem or user question.



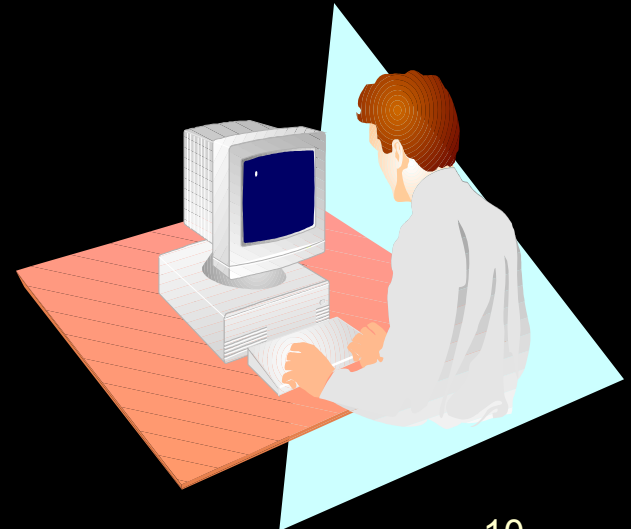
Escalation Process



Gathering Information

➤ Information required

- Name , Phone, Location and **computer name**.
- Hardware and software.
- **Screen shots of the error message.**



Gathering Information. (cont'd.)

- Name of the operating system
- Name of the application
- Detailed description of the problem
- Was a change made?



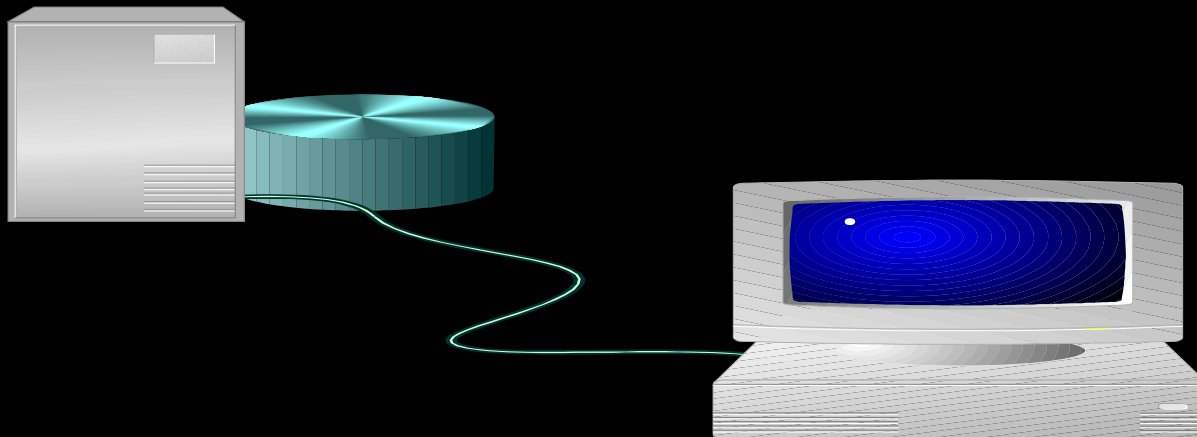
Help Desk

- Insure that all the information is accurately recorded.
- Perform level-1 problem resolution within 20 minutes time frame.
 - Escalate to management , if the problem impacts the bank's business.
 - Track tickets to insure that they are resolved on time .
 - Perform level-2 problem resolution for selected applications.
 - Perform on-site services in case of an emergency .



Support Tools

- Knowledge base for employees to resolve their own problems
- Internet Support Web pages. “*Google*”
- In-house troubleshooting database.



Communication Keys

- Work to establish accurate expectations with employees and technical support groups.
- Forward **escalations** to technical support managers, if business is affected.

Features and Benefits

- Questions and problems will be logged on-line.
- Cost control, by not waiting on the phone.
- Notification of employees by email when tickets require additional information, and also, when tickets are resolved.
- Multiple screens will provide employees with history of opened and closed tickets. Ticket activity will be viewable work progresses.

Features and Benefits

(cont'd)

- Will provide audit trail of problems and resolutions
- System will be used to track and monitor recurring problems.
- Employees will be able to communicate electronically via email to inquire about the status, and to see the progress as the ticket is updated.

Bank Hapoalim, Accomplishment



The success of the project was an accomplishment of team effort with IT Management , and development group.

The help desk system was officially opened in February 2001 for the United States and Rep's offices in April 2002.

Leon Blum. Project Manager.