**Technical Support Department Revised Procedures**

When users are asked bring in equipment to GITS for repairs, they will be required to attach a Repair Form filled with the necessary information. The repair form will now be available online similar to Smart Stream security forms.

**GITS Receiving**

The only persons to receive incoming equipment are Darrion Matthews and Omar Esber of the Helpdesk Department and Support Technicians. They will ensure that the **repair form** is correctly filled out, and securely attached to the equipment. Ministry officials delivering equipment will receive an **Equipment** **Repair Slip**.

Repair Form required fields :

* User/Requester
* Telephone
* Ministry/Department
* Delivered by
* Fault
* Assigned to
* Date received
* Time Received
* Work order number
* Device(s)
* Serial#
* Model

The machine is then taken to the Technical Support Department. Each technician is now assigned a row on the shelf for their respective incoming and outgoing equipment.

After a machine is repaired the responsible technician will complete the repair form ensuring that the Date & time completed field is covered.

**Agency Pickup**

Machines leaving the department will be handled by Support Technicians . In the event where the technician is not present, Darrion Matthews and Omar Esber of the Helpdesk department will assist. **Please ensure that all forms are signed, ensuring that the date and time parameters are filled by the receiving parties.**

During the delivery process the completed form will then be scanned and emailed to the responsible technician from the Xerox WorkCentre in the front reception area. Technicians will then update their service tickets by attaching the emailed Repair form.

Moving forward, all necessary forms or documentation regarding tickets are to be attached to the respective ticket in Spiceworks. (e.g. Completed Repair forms, Reports..)

**Machines Due for Assessment Reports**

In the case where equipment is assessed and considered obsolete, the ministry will be asked to collect the physical report and the machine at Gits. The technician is encouraged to practice attaching the printed reports to the machines in order to avoid the accumulation of abandoned “**written off**” machines in the department.

**Helpdesk**

As we begin to role out our new procedures, helpdesk personnel will be required to assist by educating users of these new processes when necessary and share the repair forms with users when equipment needs to be sent to the office.

**Contractors**

Explore additional contractors and contractor contact information in order to limit down time and waiting period when they are unavailable. (For technicians)

A new Cognito form will be implemented in order to sign off on work done by contractors. These forms will be tied to the ticket work order number and upon submission, they will be automatically emailed to the systems and admin\accounts departments for processing and notification.

**Access Control and Security**

The rear entrance door will be locked. There will be no unauthorized movements through that door.

This door will only be used for **emergency exit** purposes

A new camera will be installed in the department focused on the Equipment shelf in order to monitor movements of equipment.

A fingerprint reader will be installed in order to control and monitor movements within the Technical Support Department.