

Helpdesk / Technology Support

Objective

The objective of this policy is to establish guidelines for computer-related/technical support provided by the Technical Assistance (TA) and Application Development / Support staff.

Prerequisite

This procedure should be read in conjunction with:

- Information Security Policies

Responsibility

- Group Head Digital, Technology and Strategic Planning
- Sectional IT Managers
- Helpdesk Operator/ IT Support Staff
- Business Users

Policy

Technology support refers to troubleshooting for end-user computer hardware, network, communication equipment such as IP telephones and software applications. Technical Assistance (TA) team is responsible for troubleshooting of end-user computer hardware and standard software applications. TA may engage other Technology teams for problem resolution in case it is outside their skills domain.

Network and Communications team is responsible for troubleshooting of network and communication equipment (IP telephones) related support requests.

Application development and support teams are responsible for troubleshooting requests for business applications.

Support teams specified above shall be always available during office hours to put their best service to avoid any hurdles for smooth operation of JLI's Business.

Users seeking support must log their requests using HW Ticket and Request Management System. Alternatively user can log their computer hardware related troubleshooting requests using the specified telephone numbers / email address.

Support staff is responsible to communicate properly to the users regarding any complains which couldn't be solved with reason.

Technology teams monitor both HW Tickets system and Request Management System to see any troubleshooting requests and timely resolve the problems. Technology Team Leads also use Power BI dashboards to monitor the performance of their staff and find any delayed resolutions.

A designated Technology staff member is assigned with a responsibility to look after un assigned or pending request to make sure that user's problems are timely resolve and updated in the respected Requirement Management System or HW Support

System.