

October 2023

## Help Desk Support | Policy

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<b>POLICY OWNER:</b>	Technology Department
<b>POLICY APPROVED BY:</b>	Chief Operating Officer & Director, Human Resources.
<b>POLICY CONTACT:</b>	Technology Department, <a href="mailto:help@water.org">help@water.org</a> Director of Technology, <a href="mailto:kbridges@water.org">kbridges@water.org</a>

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### I. Policy Overview

#### Policy Statement

This document covers the help desk support services offered by the Technology Help Desk for Water.org.

#### Purpose

This policy helps establish service expectations and inform Water.org staff of the methods by which Help Desk requests will be prioritized and what resolution or response times can be expected. Technology Help Desk uses FreshDesk as a ticketing system to record and track all technology requests and to triage service.

Our mission is to ensure the delivery of high-quality customer service and technical support for Water.org.

#### Applicability

This applies to all Water.org-provided computer equipment and electronics (e.g., computers, monitors, in-office equipment such as printers, scanners, TVs, etc.), and approved software or applications used for Water.org business, research, instruction, etc.

#### Governance

The **Technology Department** is the owner of this policy and is responsible for administering, reviewing, and making recommendations for updates or changes to this policy in alignment with business needs.

### II. Policy

## 1. Services

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The Water.org Help Desk provides friendly and knowledgeable staff as the main point of contact for getting assistance with issues related to computers, network, telephone, and other technologies during standard hours of operations.

The Help Desk staff handle level 1 and 2 support resolutions or escalation for a wide variety of computer, network, telephone, and other technology related problems. To ensure customer satisfaction, the Help Desk will monitor workflow and resolution to calls reported through the Help Desk system for the Technology department. While resolution time is often issue-dependent, the staff will provide preliminary troubleshooting and assessment services and escalate to area specialists or appropriate business SME where needed.

Support Categories are as follows:

- Level 1 includes, but is not limited to:
  - Users requesting information, documentation, or ticket status updates
  - Software installations
  - Troubleshooting for issues related to any Water.org-supported hardware and applications, and only a “best effort” diagnosis/resolution attempt for non-supported technology
  - Reporting and escalation for system-wide or application issues
- Level 2 includes, but is not limited to:
  - Remote assistance and troubleshooting for Water.org-supported hardware and applications
- Level 3 includes, but is not limited to:
  - On-site support for Water.org equipment

## 2. Roles and Responsibilities

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**2.1 Technology Responsibilities:** Technology will provide the infrastructure, technology, personnel, processes and monitoring tools necessary to deliver the Technology Help Desk support as described in this document, in addition to:

- Meet response times associated with the priority assigned to individual incidents and service requests.
- Appropriately notify users of all scheduled maintenance via email.

**2.2 User Responsibilities:** User responsibilities in support of this Agreement include:

- Reading and adhering to Technology policies which include but are not limited to:
  - Technology Use Policy and Acknowledgement
  - Email Address Naming and Use Policy
  - Backup and Restoration Policy
  - Work from Home Technology Policy
  - Work from Office Technology Policy
  - Security Incident Handling Policy and Procedures
- Utilizing standard contact methods for incident reporting.
- Providing access to supported computers via remote access tools (TeamViewer)

## 3. Requesting Service

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Users can contact the Technology Help Desk through the following methods:

- Online: [FreshDesk](#)
- Email: [help@water.org](mailto:help@water.org)

Email requests will be processed during regular business hours. Creating and sending an email will create a ticket in the online FreshDesk system (listed above). While both methods feed into the same ticketing system, logging into the help desk ticketing system allows users to specify the request category when they submit ticket, which helps expedite ticket processing since the ticket does not have to be manually moved to the appropriate group afterwards.

- When creating a help ticket via email, please include name, contact information, timeline and all necessary details.
- Phone: 816-659-3347

#### **4. Hours of Operation, Response Times & Complaint Resolution**

##### **4.1 Hours of Operation**

Technology and Help Desk standard hours of operation are (excluding United States holidays):

- Standard hours: Monday-Friday: 9:00AM – 5:00PM CST
- For assistance outside of the above time, please schedule an appointment with the Help Desk or Tech team.

##### **4.2 Response Time**

Technology and Help Desk uses the following guidelines to prioritize and support requests. Response times will not exceed the times shown, and we will attempt our best efforts to respond sooner, if possible. Depending on the issue, the time to resolve problems will vary; factors such as vendor hardware or software support are not always within Technology control. Where suitable and based on available inventory, Technology will take steps to provide temporary workarounds or equipment while a solution is being worked on.

The levels listed below are in specific priority where Emergency will take priority and Low will hold the lowest priority. Problems and requests within a specific priority category will be handled first come first served. In some cases, special consideration will be given to mobile and remote employees whose access to company resources is more constrained.

Level	Description	Response Time	Resolution Time
Emergency	<b>TIME SENSITIVE – requires immediate resolution</b>  The loss of a critical service which affects many users' office-wide, without an existing workaround and where a degraded level of operation is not available or acceptable.  Examples: Office-wide Internet/networking outage, email outage, etc.	30 minutes  These requests should be submitted by phone at 816-659-3347.	< 2 hours

Urgent	<p><b>Service impacts a group (more than 10) – requires priority resolution</b></p> <p>A software or hardware issue might be preventing a group of users from fulfilling part of their professional or work responsibilities.</p> <p>Example: Critical system (such as Blackbaud FE) is inaccessible.</p>	1 hour	< 4 hours
High	<p><b>Service impacts a few users (less than 10) – immediate resolution is not essential</b></p> <p>Some services or applications are not accessible for one or a few users due to a localized issue. Users are still able to perform job functions.</p> <p>Example: Laptop is down but user can still access and work via Mobile device.</p>	4 hours	1-2 business days
Medium	<p><b>Medium impact – the user has the ability to work</b></p> <p>User may be experiencing some performance issues with software or hardware, but it is not preventing the user from completing his/her work.</p> <p>Example: Requests for software upgrades that are not necessary for immediate instructional, business, or security processes.</p>	2-4 business days	1 week
Low (Default)	<p><b>Low impact – the user has the ability to work</b></p> <p>User is not affected functionality, cosmetic defect or an annoyance.</p>	1 week	2 weeks

#### **4.3 Escalation**

If there are issues with the processing of a service request, contact the [help@water.org](mailto:help@water.org) or update your submitted ticket status with the appropriate level status. They will review and appropriately take the necessary escalation actions.

#### **4.4 Other Requests**

Requests for service features and functions not provided in this document can be placed at [help@water.org](mailto:help@water.org). Requests will be reviewed and resolved or forwarded as appropriate.

## **5. Maintenance and Outage Communications**

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Technology strives to minimize unintended service disruptions due to changes in the production environment. Technology monitors, manages and evaluates changes to maximize service benefits.

### **5.1 Technology System Status**

There are 2 categories that result in system downtime:

- **Planned Maintenance:**

This is scheduled maintenance work required for system maintenance or upgrade. These are generally scheduled at least one week in advance whenever possible and posted and emailed to the appropriate methods of communication.

- **Unplanned Outage:**

This is an unplanned service outage that is due to an unforeseen event, or an urgent repair needed to prevent a potential system failure. These will be posted to the appropriate methods of communication immediately upon Technology becoming alerted to the outage, or the need for immediate downtime. When possible, Technology will attempt to estimate an expected time of resolution. All updates will be shared via email.

In some cases, the status or outage communications is completely dependent on the third-party or vendors ability to resolve or communicate updates.

## **III. Approval and Responsibility**

### **Technology Department Responsibilities:**

- The Director of Technology will be accountable for determining the process and response times by which the Help Desk will service Water.org staff and approving any future operational changes.
- The Director of Technology will ensure that response rates to the Help Desk adhere to the expectations in this policy and will address any interruptions of service or lack of adherence to the specified response rates promptly.
- The Director of Technology and / or Technology & Systems Manager will review and respond to escalated issues within 2 business days.
- The Director of Technology or the system's Business Lead will ensure that staff are notified of planned maintenance or upgrades that will result in service interruptions at least one week in advance.

### **Employee Responsibilities:**

- To establish process and consistency in practice, employees are responsible in directing their inquiries to the Technology Department by emailing their concerns or questions to [help@water.org](mailto:help@water.org).

## **IV. Additional Resources**

### **Contact for Support**



You may reach out to the Technology Department at [help@water.org](mailto:help@water.org). For more personal or confidential questions or information please contact the Director of Technology, [kbridges@water.org](mailto:kbridges@water.org).

### **Related Policies & Procedures**

Computer and Technology Use Policy  
Security Incident Handling Policy and Procedure  
Backup and Restoration Policy  
Email Address Naming and Use Policy