Need ICT Help?

Logging Service Desk calls
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Overview

- Contacting ICT Service Desk
- What information should I supply for computer or account issues?
- What to do once your request has been logged
- Sample Requests we deal with
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Contacting ICT Service Desk

Phone 1800 338 483

Via the DEC Portal
http://tinyurl.com/1800338483

ICTServiceDesk@det.nsw.edu.au
Computer Problem?

**What information should I supply?**

- **Make and model**
  
  e.g. *Make: Lenovo, Apple, Acer, Dell/HP/Apple Server*
  
  *Model: M7360, MacBook, TravelMate 5630 etc*

- **Serial Number of the device**

- **Location of the equipment (AMS room number)**

- **IP address of the device (for remote access)**

- **Computer name (for remote access)**
Computer Problem?

What information should I supply? (cont)

• Days and times you are available
  • If possible please provide a mobile number so Servicedesk staff can call you.

• What troubleshooting steps have you taken and the outcome of those steps?

• The more information you can provide about the problem the better.
User Accounts?
What information should I supply?

• For Student accounts on local server
  • Student’s full name
  • DET Portal ID
  • scholastic year AND roll class

• For Staff accounts on local server
  • Staff member’s full name
  • DET Portal ID
  • Required group memberships
    (Only for Sydney Region Managed Servers)
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What to do once your case is logged

- Label the equipment that has the fault with the incident ID (Job number)

- If you are not always available, let someone know of the logged case, such as front office staff.

- Check your DEC email for updates to your request

- If you’d like to follow-up your request, quote your Job Number
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Case Closed

- Keep a record of the Job Number until it has been resolved.
- Once the request has been resolved you will be notified via your DEC email.
- Jobs can be re-opened if there is still a problem up until a few days later.
Sample Request 1 (Poor)

Issue reported:
“Computer will not turn on.”

Actual problem discovered:
Computer was plugged into a power board but the power board was not plugged in to a power point.
Issue reported:
“Computer will not turn on. I have checked the power leads and verified that the power point is working”

Actual problem discovered:
*Computer power supply has failed – vendor service required.*
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Sample Request 2 (Poor)

Issue reported:
“No school computers can access the internet”

Actual problem discovered:
School computers could not load the home page set in everybody’s browser and an error was displayed. The school’s Sentral web server that hosted the home page was down. Internet access was otherwise fine. Nobody tried to check Google.
Issue reported:
“My school computer can not access Google or other internet sites, but sites on the DEC Intranet are working.

Actual problem::
The DEC Proxy setting/PAC file was not set in the browser. Once set, the PC asked for authentication and once a valid portal ID was entered, internet access was available.
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Sample Request 3 (Poor)

Issue Reported:

“I was using the computer and it suddenly shut itself down.”
Issue Reported:

“Whilst using the computer it shuts itself down. This happens every time I start MS Word.”

Details of the affected PC:

Current IP Address: 10.16.148.68
Computer name: 3588AR0001DS003.
Location: 5/6C Classroom
Brand: LENOVO
Serial Number: AUB5040X7
Model Name and Number:  8813 THINKCENTRE
Contact Availability: 9-3:30pm
Secondary contact: Joe Bloggs: 0400 123 456
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Questions?