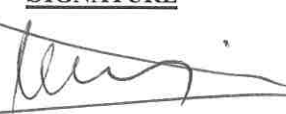


WEST RAND DISTRICT MUNICIPALITY



HELP DESK PROCEDURE

<u>NAME AND POSITION</u>	<u>DATE</u>	<u>SIGNATURE</u>
M E Kolozi MUNICIPAL MANAGER	10/12/2024	

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1. INTRODUCTION

1.1 DEFINITIONS

The definitions are described in the table below

TERM	DEFINITION
WRDM	Shall mean West Rand District Municipality
ICT	Shall mean information and communication Technology
ED	Shall mean Executive Director
HR	Shall mean Human Resources
MM	Shall mean Municipal Manager

1.2 PURPOSE

The purpose of this document is to enable all employees of the WRDM to be familiar with the procedure to be followed when logging a call at the helpdesk or want to utilize any equipment under the protection of the ICT Department. The helpdesk is a single point of contact for all user inquiries and problems about a particular information system or for all users in a particular department. Its prime mission is to deal with user enquiries and problems concerning IT services.

1.3 SCOPE

This document sets out the Help Desk Procedure of the West Rand District Municipality, and applies to all employees, contractors, temporary staff and Councillors who use any IT related equipment within the West Rand District Municipality computing or networking resources, as well as those who represent themselves as being connected – in one way or another – with West Rand District Municipality. All users are expected to be familiar with and comply with this policy.

2. PROCEDURE FOR LOGGING A COMPUTER RELATED PROBLEM

When logging a call (by telephone, and e-mail), the following information must be provided:

- a) Caller name and surname;
- b) Caller telephone number;
- c) Type of call (problem or request); and
- d) Description of the problem or request.

2.1 TELEPHONE CALL

A user must contact the WRDM Help Desk at extension 5267 as it is the single contact point, during normal office hours 07:30 – 16:00, supplying a brief description of the exact problem being experienced.

The call will then be logged on the inhouse helpdesk system, utilized by the Help Desk staff, where the call will be allocated to a technician who will be responsible for completion of the call.

Users are not allowed to contact the technicians directly, except emergency services after hours, as this will ensure that calls will be attended to timeously.

✕ Helpdesk tickets ✓

* Title

Affected user

Find items

* Date logged

12/31/2001 00:00

Assigned to

Find items

* Status

Find items

Date resolved

12/31/2001 00:00

Resolution

Attachments

The Help Desk centralizes the response system to enable the department to diagnose larger scale problems quickly. This will also avoid duplicating work if an employee go to the technician directly.

2.3 EMAIL

Emails can be forwarded to helpdesk@wrdm.gov.za supplying a brief description of the exact problem being experienced.

2.4 STANDBY TECHNICIAN

A standby technician can be made available from 16:00 pm – 07:30am on weekdays upon prior arrangement.

2.5 PROCEDURE

ICT Help Desk personnel will acquire information from the user and attempt to resolve the problem before assigning the call to a technician.

The Help Desk will log the call and forward it to the technician, The technician will attend to the matter and report back to the affected employee.

If no solution is obtainable, the call will be escalated to the Coordinator ICT Support or the Manager for assistance.

2.6 RESPONSE TIME

2.6.1 Calls logged/ incidents are classed as High, Medium and Low based on the nature of the call logged.

2.6.2 Calls logged/ incidents will be responded to according to the timeframes below:

Criticality of Calls logged/ Incidents Timeframe of Resolution

High within 3 hours	Cannot log onto system
Medium within 12 hours	Unable to print
Normal within 24 hours	New user set-up
Low within 48 hours	Request for new computer or printer

2.6.3 Calls logged must be attended to and resolved timely.

The Escalation of Incidents follows pre-defined rules:

- a. Defined triggers for Escalations, i.e. combinations of:
 - i. Degree of severity of an Incident (severe Incidents are, for example, immediately escalated)
 - ii. Duration (an Escalation occurs, if the Incident was not resolved within a pre-determined period, as for example the maximum resolution times agreed within the SLAs)
 - iii. In an ideal case this would be system-controlled triggered by customizable Escalation rules

Defined Escalation levels in the form of an Escalation Hierarchy:

- i. 1st Level Support (help desk assistance)
- ii. 2nd Level Support (technicians)
- iii. 3rd Level Support (Coordinators)
- iv. ICT: Manager
- v. Executive Director
- vi. Municipal Manager

3. PROCEDURE REVISION

The procedure will be reviewed biennial.

4. NEW USER

4.1 APPLICATION FOR ACCOUNT

The department Human Resources must supply the ICT Department with the correct details of the appointment of a new employee or intern. The new employee / intern will complete the "Access to the WRDM" documentation and the ED for the respective department must approve the access, then the Network Administrator can create the account.



Employee Access form to the WRDM



Date of Profile				
Name				
Surname				
Department				
Sub-Department				
Post				
Email address				
Email password				
Extension Number				
Cell number (if applicable)				
Fax Number				
Windows User				
Windows Password				
Munsoft Access	Yes		No	
Munsoft User Name				
PayDay Access	Yes		No	
PayDay User Name				
Remote Access (VPN)	Yes		No	
Access to directory				
Printer to Utilize				
Colour	Yes		No	
Authorisation Information				
Completed By User		Signature		Date
Authorised by Supervisor		Signature		Date
Authorised by Manager ICT		Signature		Date
Captured by System Administrator		Signature		Date

4.2 APPLICATION FOR PIN CODE

After the account of the user has been created, the user completes the “WRDM Telephone system access” document to enable the Help Desk to create a pin code for the user.

	WEST RAND DISTRICT MUNICIPALITY ICT Department
<i>To be able to utilize the WRDM Telephone system, you need to have a pin code. Kindly indicate a pin code to be utilized:</i>	
Date:	_____
Name:	_____
Department:	_____
Signature:	_____
<i>Please keep this code safe as you will be responsible for all calls made utilizing this pin code. Thank you</i>	

5. BOOKING OF ICT EQUIPMENT

5.1 DOCUMENTATION

The ICT Department is responsible for the Projector Cable, Portable Projector, Recorder, PA system, etc. utilized by the different departments of the WRDM. Prior arrangements must be made in order for the Help Desk to install the projector / recorder. In order to book the equipment, the end user must forward an email to the Help Desk at helpdesk@wrdm.gov.za indicating what is needed, the venue, the time and a responsible person at least 24 hours before the required time.

Responsible person must come to ICT department before the meeting to sign the form and collect the equipment where you will be held responsible for the safekeeping of the equipment. The user requested any ICT equipment will be responsible and must ensure that the equipment is returned to the ICT after the meeting the same day before 16:00 or the following day before 08:00.