

Greene County Information Systems Help Desk

MISSION:

Providing information technology services in a quality, cost-effective, and timely manner to County departments.

Greene County Information Systems

- 1,200 users
- 1,300 desktops and laptops
- 1,400 phones
- 200 servers
- 1,024 TB of storage
- Half a million property lines mapped and maintained
- 400 network devices-switches, wireless access points
- 100 miles of wired network
- 1,200 surveillance cameras
- Over 170,000 weekly emails received
- Over 700,000 weekly blocked web events

The starting point to facilitate help for any of your technology needs is through the Help Desk!

Today we'll review:

- Information Systems and the Help Desk
- Processes for opening a work order and the typical workorder flow
- How you can assist in the support process

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How may I
help you?

Hours of Operation:
Monday – Friday
8:00am to 5:00pm

After hour **emergency** support is
accessible through your department head or
office holder.

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IS provides services and support in these areas:

- Campus Surveillance and Access
- Computer Disposal and Recycling
- Data Network/Infrastructure
- Database Management
- Desktop Hardware/Software
- E-Mail Accounts and Access
- GIS Services
- Hardware/Software Installation
- Hardware/Software Inventory
- Application Development and Support
- Internet Access
- Network Drops
- Network Storage
- Printer Setup/Maintenance
- Printer and Technology Supplies
- Remote Access (VPN)
- Security
- Sunshine Requests
- Technology Budgeting
- Technology Consultation
- Technology Replacement and Installations
- Telephone
- Website Development and Support
- Video Court support

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The first step for help is contacting the Help Desk

- **Walk-up:** HC 204. Stop by and say Hi!
- **Phone:** 417-868-4031, or x-4031 from a county phone
- **E-Mail:** helpdesk@greencountymo.gov



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Help Desk will make every effort to resolve issues at time of request!

How can we do that?

- Walk you through the process over the phone
- Access your desktop remotely

What does it mean when someone accesses my desktop remotely?

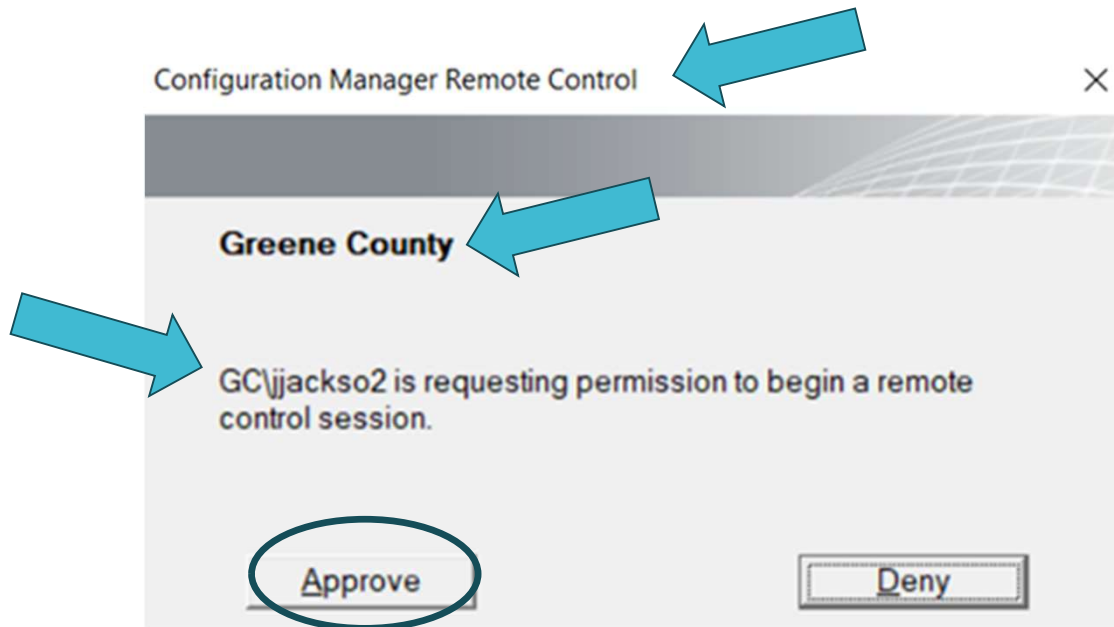


Remote Access – the basics!

- Remote access lets us connect to your computer and use it as if we were sitting in front of it ourselves.
- We use Microsoft remote software called Configuration Manager Remote Control to request access to your desktop.
- Our goal is to work on the issue with you, so we'll call you first.
- We will not remotely access your computer without you knowing it!

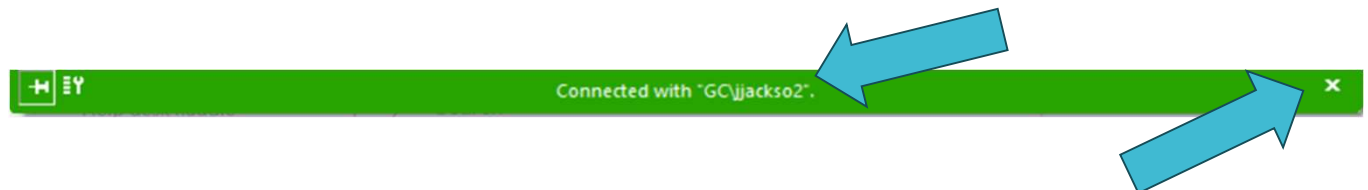
What does the remote access process look like?

- You should be on a phone call with the help desk, or with a technician. You will not be asked to download anything!
- You will get a pop-up asking for permission to begin a remote session.



What does the remote access process look like?

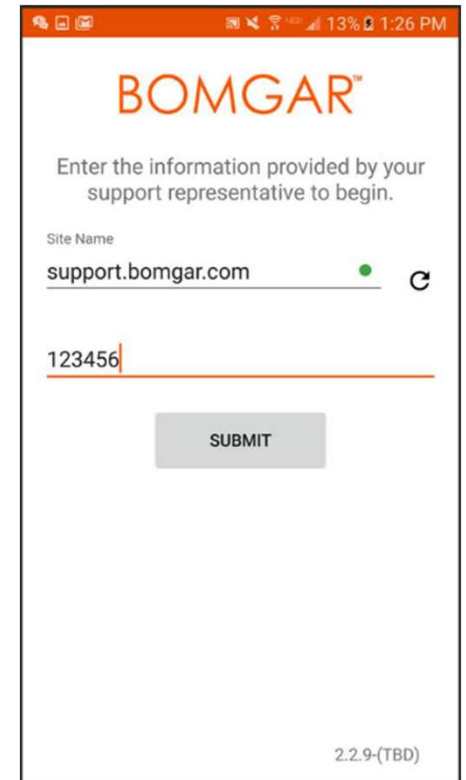
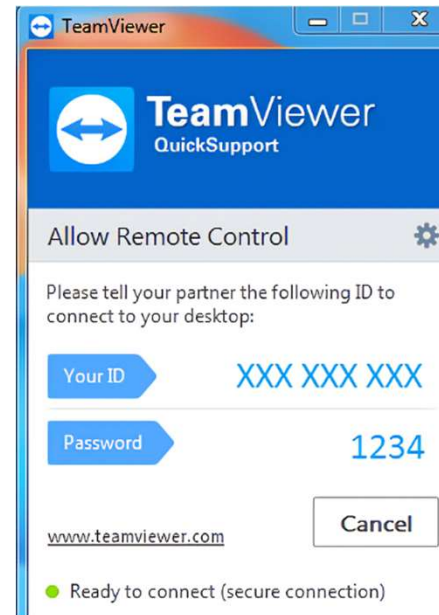
- Once approval is given, you will be able to see that we are connected to your computer by a green banner displayed across the top.
- In most cases, you won't need to do anything but sit back and let the technician work magic to resolve you issue.



- At any time, you can click the x to close the session, or the technician will disconnect from the session once complete. At that time, the green bar will disappear.

What the remote access process does NOT look like!

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Remember:

- If it's flashy or fancy, it's not us!
- We'll call you from a county number.

A work order will be created if we are unable to provide a resolution at the time of the request.

- Name
- Contact Information
- Device name, desktop/laptop or network printer, etc.
- Detailed description of the issue
- Include a snip
- Any other pertinent information

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Priority levels are assigned to work orders.

Priority	Definition	Types	Response Time
High	An issue that affects the entire campus or multiple users within the campus or department.	Network, phone, internet or other service outages or failure.	Within 1 working hour
Medium	A general service request or problem that affects a single user.	Supplies request, printer failure, software issues, desktop failure, etc.	Within 1 working day
Low	A service request that does not require immediate attention or involves scheduling.	Account creation, equipment moves, new equipment installations, etc.	Within 2 working weeks
Project	A service request that requires long-range planning.	Cabling requests, equipment refreshes, programming requests, etc.	Within 30 days

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400-500 new and ongoing requests monthly.

To assist the support process, users are requested to:

- Provide detailed information regarding service requests including your name, contact information, device name, printer model, etc., and a detailed description of your issue.
- Make every effort to be available to communicate with the Help Desk and other IS staff if needed. Communication both ways is a key component in the trouble shooting process.
- Notify the Help Desk to schedule any pre-determined assistance; equipment moves, account creation, etc.
- Exercise patience by understanding the volume of requests the Help Desk receives each day and understanding our need to assign priority levels and for scheduling.

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How does
your move
affect me?

We're moving to:
Greene County
Public Safety Center,
330 W. Scott St.

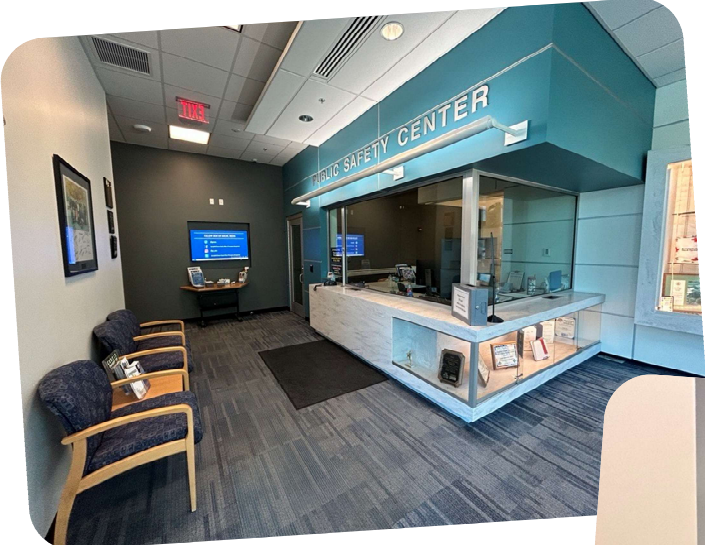
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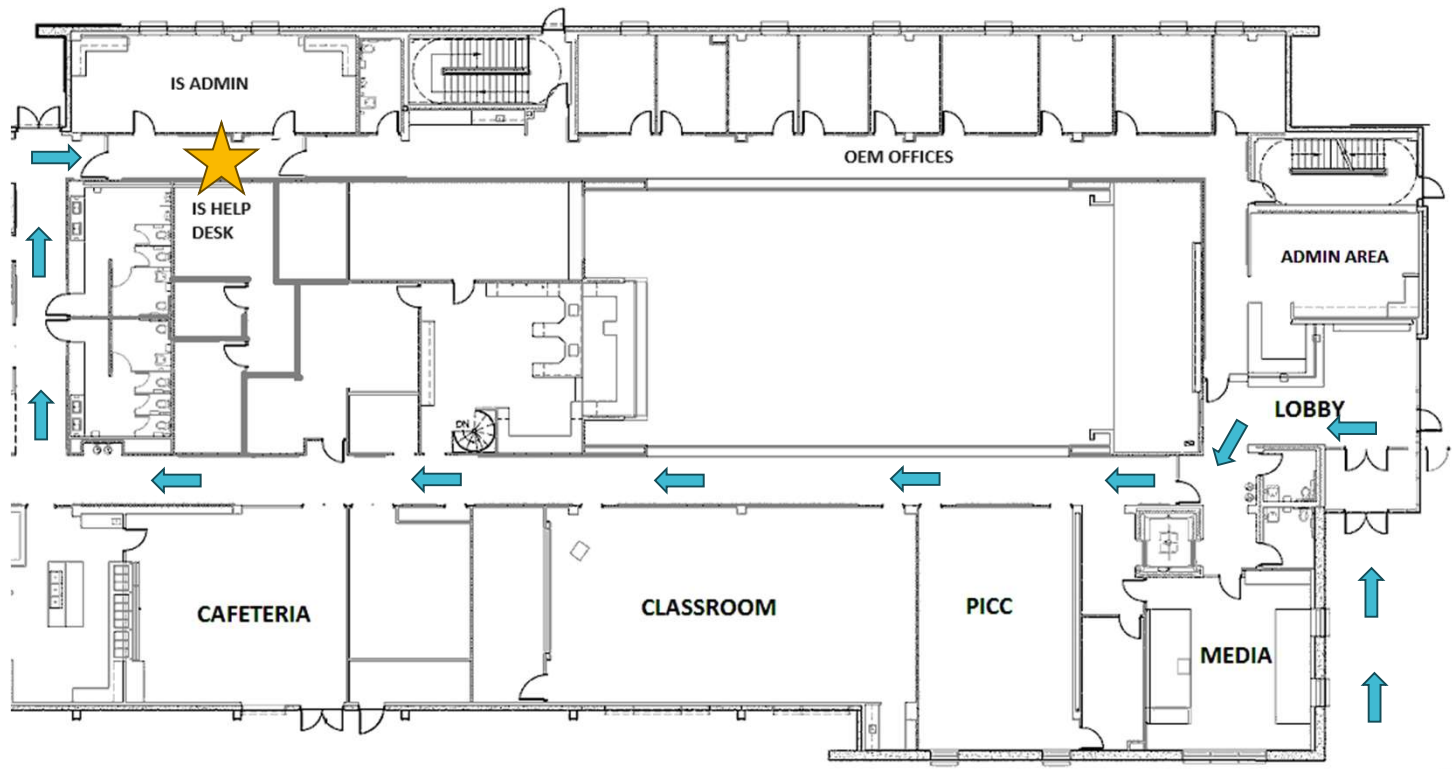
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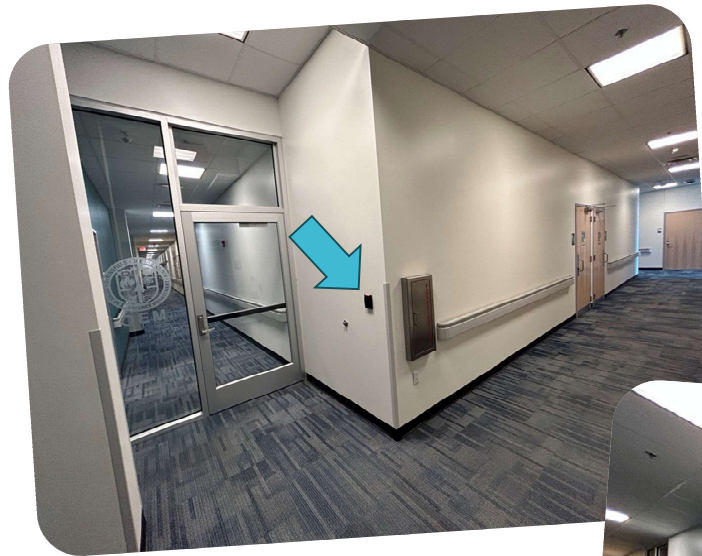
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We look forward to working with you at our new location!