

Computing Services

Processes for issue resolution, managing help calls

Resolving technical issues and responding to help calls appropriately are important functions of Computing Services. Depending upon the nature of the issues arising, these are handled by one of four functional teams within Computing Services. These are:

- CBA Help – Deal with end user hardware, software, networking issues, special events support
- Web team – Deal with editing, coding, and posting content across the CBA Web
- Applications – Deal with application programming, software development, configuration
- Networking – Deal with overall deployment, maintenance of servers, networks and infrastructure availability

Process Description

Technical Issues are brought to Computing Services attention by:

- Helpdesk log
- Phone
- Email
- Conversation
- Sporadic (e.g. in the elevator)

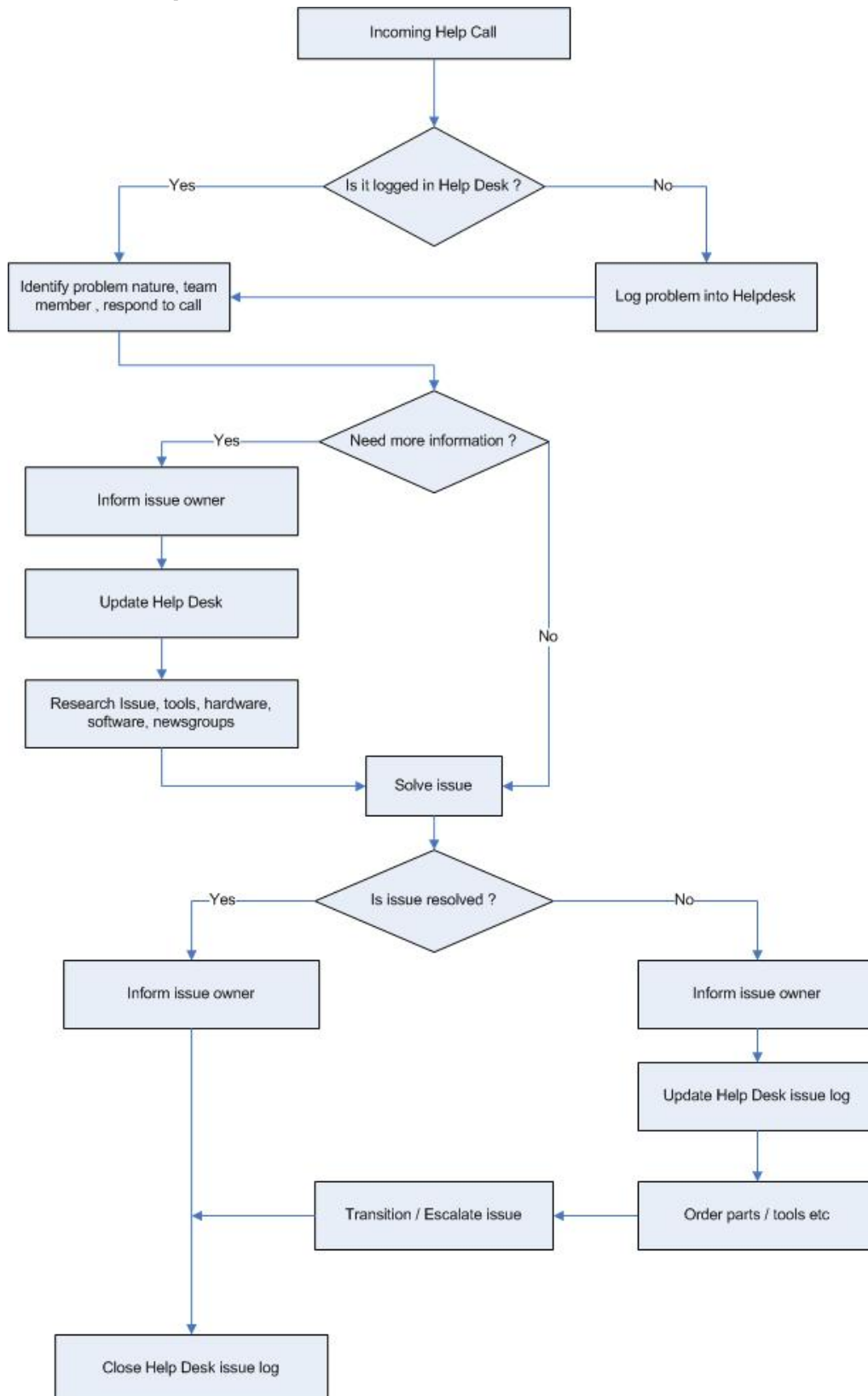
If not logged, these are entered into the Help Desk Issue Tracking system located at: <https://web.cba.uic.edu/cbahelpdesk2005> . Logging the issue into the system generates emails to the issue owner (person having the issue) and assigns responsibility to a Computing Services team member via e-mail.

Important: Issue owners should expect a confirmation e-mail from the Help Desk system within an hour. Computing Services Graduate Assistants have been specifically instructed to log every issue in the Help Desk.

Although every effort is made to resolve issues in a timely manner, depending upon the nature and complexity of the issue, Computing Services team members may require additional time and resources (in terms of hardware, software, tools, knowledge). These are captured into the Help Desk System by way of updates and issue owners are updated through the system via e-mail. Consequent follow-ups and transitions of issue to other team members are also captured within the Help Desk.

The following map illustrates the process followed by Computing Services in resolving every issue.

Process Map



As indicated above the Help Desk is central in initiating, tracking and managing issue resolutions over a defined timeline and its importance cannot be understated.

Computing Services urges the CBA Community to primarily use the Help Desk as the preferred way of initiating help calls

Location of the Help Desk System:

<https://web.cba.uic.edu/cbahelpdesk2005>

Note: If you are unable to login to the system, please call (312) 996 3775 to create a login.