

Account Management

Includes tasks such as creating accounts and granting account permissions as well as support for resetting passwords and unlocking accounts. IT support staff will be trained to use the tools necessary to provide account management services for employees.

Desktop Services

Includes providing support to users for hardware and software issues. This includes helping users with hardware in the offices, such as computers, laptops, or printers; and helping with software issues, such as email and internet browsers, as well as any virtual environment devices.

Mobile Applications

Mobile applications support involves helping users with the applications used on their mobile devices. Mobile device apps are used to perform business activities such as remote workers, recruiting activities, administrative activities, and data collection.

Mobile Devices

Mobile devices support involves helping users with their Device-as-a-Service (DAAS), or DAAS hardware and accessories. DAAS devices include laptops, tablets, and smart phones. It also includes using the Mobile Device Management (MDM) application.

Support Operations

Support operations includes project management activities conducted by the Information Technology (IT) support services that provide operational guidance for the management of office and field IT support processes and procedures.

Training and Documentation

The IT support services develops IT support documentation and training materials for IT staff and employees. Documentation includes Knowledge Based Articles (KBAs), user guides and online training modules.

Expectation:

For IT support staff to support new employees, new employees should have received:

- Received a user ID and network account
- Create a PIN if issued mobile device
- Reviewed Acceptable Use Policy
- Create new password

Desktop

- What is on the desktop
- Log into assigned desktop
- Log into virtual environment

Laptop

- What is on the laptop
- Log into laptop
- How login for the first time

Accessing software and applications

- Setting password and security questions
- Verify password
- Activating Microsoft Office
- Activating software and applications

Email, Skype, Instance Messaging (IM)

- Access Outlook email
- Email signature rules
- Email reply setting
- Accessing Skype and IM

Printing

- Set up private printing PIN
- Retrieve a printed document
- Scanning documents

Phones

- Desk phone overview
- Dedicated voicemail setup
- Changing dedicated voicemail and options
- Accessing dedicated voicemail
- Accessing call group voicemail
- Voicemail message options
- Voicemail quota limits
- Deleting voicemail

Reporting IT issues

- Requesting technical assistance
- Report an issue to helpdesk
- Report an issue by Interactive Voice Response (IVR)

Account management includes policies for all employees and new hires

- Account management polices
- Network overview
- New employee entrance request
- Employee exit request (all account access disabled immediately)
- Reassignment requests