

**New York State**  
**Office for Technology**

**UNISYS**

**ENTERPRISE  
HELP DESK  
USERS GUIDE**

# NYS Enterprise Help Desk

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# NYS Enterprise Help Desk

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## INTRODUCTION

NYS has partnered with Unisys to establish the Enterprise Help Desk (EHD) to provide support to employees experiencing problems with any of the following:

- **Desktop/Laptop**
- **Software**
- **Hardware (including printers, servers, routers, switches, hubs, terminals, and Channel Service Unit/Data Service Unit)**

This document describes services provided by the Enterprise Help Desk. It also explains the procedure for accessing services.

If you have questions or concerns, please phone the Single Point of Contact.

**NYS Enterprise Help Desk #: 1-800-NYS-1323**

## PROGRAM OVERVIEW

### *What Services Will the Enterprise Help Desk Provide?*

Help Desk provides a single point of contact for technology support, seven (7) days per week, twenty-four (24) hours per day for the following Human Service Agencies: OCFS, OTDA, DOL and DOH (Medicaid Only).

The Help Desk will provide support on both applications and hardware. Some of the applications supported at the help desk include: Microsoft applications, ACS, CCFS, CONNECTIONS, ASSET\$.

The Help Desk support on hardware is limited to state owned desktop/laptop computers, printers servers, routers, switches, hubs, terminals, and CSU/DSU (Channel Service Unit/Data Service Unit) problems

### *How to Request Support*

**The New Support Service Number for OCFS, OTDA, DOL, DOH (Medicaid) Is:**

**NYS Enterprise Help Desk #: 1-800-NYS-1323**

End Users will be greeted with the following message:

***" To maintain the highest level of quality, this call may be recorded.***

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***Thank you for calling the New York State Enterprise Help Desk. Please listen closely as the selection options have changed. If you are calling to check the status of a previously reported problem, or for a Password Reset, press 1. If you are using the OCFS Connections application and require assistance, press 2. For all other problems, press 3"***

Based on your selection, your call will be routed to a Help Desk representative or analyst.

## ***How Will the Program Work***

If you select 1 and request a status update, a Help Desk customer service representative will ask you for the ticket number or your name. This information is required for the representative to locate the correct information. The representative will look up the record and provide you with a status update.

If you select option 1 and request a password reset, the Help Desk customer service representative will request your name and User ID. Note: the customer service representative can NOT reset a password for anyone other than the owner of the user ID. The User ID is usually your state issued NT ID. (For some end users, it may be the RACF or TTSS ID.) The customer service representative will then reset your password. If you are calling for an LDAP password reset, the customer service representative may refer you to or help you identify your delegated admin. If you are calling about an NT password reset, you may receive verbal instructions on how to contact your security administrator, or get warm-transferred or referred to another team member. If a more complicated issue is uncovered in the course of this effort, your call may need to be referred to Help Desk technical analyst.

If you select option 2 to report a new problem, a Help Desk technical analyst will request your name and User ID. The User ID is usually your state issued NT ID. (For some end users, it may be the RACF or TTSS ID.) The analyst will then proceed to assist you with your problem

If your name is not listed in the database, the help desk will need to add your name, telephone number, the location where you work to the database and will then be able to assist you to resolve your problem.

For new incidents, including password resets, the technical analyst will create a "Ticket" in the Call Management System to track your incident. Additionally, the Help Desk may ask you a series of questions to assess your problem and determine how best to resolve it. Depending upon the nature of the problem, the Help Desk may:

- Resolve the problem or request over the phone
- Refer your issue to an internal NYS Support Representative
- Refer your issue to your local Security Admin, LAN Admin, Key User or IRR
- Dispatch the issue to the appropriate Hardware Vendor

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## FREQUENTLY ASKED QUESTIONS

### ***What are Some Typical Questions Users Ask When Calling the Enterprise Help Desk?***

- My EEDSS PC keeps locking up – what should I do?
- My CONNECTIONS PC will not print, can you help me?
- I'm getting an error message in (ACS, UI, CONNECTIONS, ASSET\$, or another NYS Application), what should I do?
- My Reflections icon is missing, can you help me?
- I can't log onto the network- what should I do?
- How do I make the tabs work in Microsoft Word?
- My monitor is blurry - what should I do?
- I lost a file - can it be recovered?
- I have a question about MS Outlook.

### ***What Information Do I Need to Have When I Call the Enterprise Help Desk?***

The analyst will ask all callers to provide and/validate at least the following information:

- First and Last Name
- User ID (NT, RACK F, TTSS ID)
- User Phone Number
- User Location/Site
- Email address
- The name and number of an alternate contact
- The Model, Manufacturer, and Serial Number of the device you are working on (even if you are not calling for a hardware problem)
- The NYS Agency/Program for which you are working, or for which you are using your computer to perform an activity. Examples are ASSET\$, CONNECTIONS, Welfare to Work, EEDSS, etc.
- A description of the problem you are experiencing, and/or software application you are seeking assistance with

### **Additional information that will be helpful to the analyst:**

- Clearly state any error message that you received
- Describe the last 5 steps you took before getting the error message or experiencing the problem
- Offer as much detail as possible: If the problem has been seen before, if other users have experienced the problem, etc.
- If known, identify any recent changes that occurred to the system (Ex. New software installed)

When calling the EHD please provide all information about the problem you are having, i.e., *"I can not log into the network, and I receive an error."* Tell the analyst the wording of the error. It is not your responsibility to understand the technical issues of your error. You will need to provide as much detail about what you see and what steps you took to receive the error as possible. The detail of the information that you provide will allow the technician to diagnose your problem quickly and accurately.

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## **What equipment is eligible for support?**

The Help Desk will need to confirm that the hardware is state owned equipment, as only state owned equipment is currently supported by New York State.

## **What happens if my laptop or PC is broken?**

End users experiencing laptop or desktop problems should also contact the helpdesk. The Enterprise Help Desk will coordinate the hardware repair process.

## **Why is it important to log desktop/laptop support calls with the Enterprise Help Desk?**

Logging calls enables the Help Desk to properly track calls from initiation to final closure. The Enterprise Help Desk analyst will ask a series of questions that will properly identify the call and speeds the resolution process. Each call is assigned a seven (7) digit incident number for tracking and identification purposes. Call logs will be jointly reviewed by NYS and Enterprise Help Desk personnel to identify agency wide issues, e.g. training requirements, support requests, system issues.

## **Should I record my incident number?**

Absolutely. This number can expedite the retrieval of information regarding your help desk call in the event you need to escalate or request status from the Enterprise Help Desk.

## **What happens if the Enterprise Help Desk cannot answer my questions or resolve my problem over the phone?**

Your call may be referred to an internal NYS support team or dispatched to a Hardware Vendor depending upon the nature of your problem. NYS local Security or LAN Admins will continue to provide on-site service for specific systems, issues and applications. Your call will remain open at the Help Desk and will be monitored and escalated until your call is resolved. Once resolved, the Help Desk will attempt to contact you to confirm that the problem is resolved to your satisfaction. If the help desk can not reach you by phone, an e-mail will be sent to you before closing the ticket.

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## **CUSTOMER SATISFACTION**

- The Enterprise Help Desk will conduct random monthly surveys with NYS end users who have requested support from the Help Desk.
- Information from these surveys and monthly operational reports will be used to identify opportunities for process and technology improvements
- Participants will be selected randomly. Participants will be asked seven to ten questions. Survey results will be anonymously reported to and analyzed by NYS management as a source for continuous service improvement.

## **CLOSING**

We believe this new service program provided by the Enterprise Help Desk will be of great benefit to our end users. We have every confidence in the service providers we've contracted to take care of us. We look forward to a successful program and welcome your thoughts and comments.