

IS HelpDesk Announcement

New Procedures for Afterhours Support

Effective Sunday, November 1, 2009, the LMU IS HelpDesk will be moving away from a vendor supported after hours service and bringing it in-house. The change will improve service to the entire LMU community.

Our own LMU IS Computer Support Technicians (CST) will be covering the extra hours. This means you will receive the same phone and web-based service as during the day. On-site service will be in case of emergency only.

The regular HelpDesk hours are from 8:00 am to 4:30 pm Monday through Friday. This LMU extended phone and web-based request support will run from 4:30 p.m. to 9:30 p.m. In addition, we have added Weekend coverage as follows: Saturday call-in and web-based support from 8:00 a.m. to 9:30 p.m.; and Sunday call-in and web-based support from 1:30 p.m. to 9:30 p.m.

Calling the IS HelpDesk is easy. We can be reached at the same numbers as during the day: Extension 7411, (423) 869-7411, or (800) 325-0900 and the same web requests that are received via the website at <http://www.lmunet.edu/is/workorder.shtml>. Please note that if a CST is on the phone with someone else, you will be able to leave a voicemail, which will be answered with either an email response or an attempted call back. Please don't forget to leave as much information as you can and don't forget to include a call back number.

Be aware that our technicians will not be on-campus. All non-emergency requests that require hands-on attention will be escalated to an on-campus technician or support person to be handled during our normal business hours (8:00 a.m. to 4:30 p.m. M-F). All calls will continue to be logged into our HelpDesk tracking system (TrackIt) and you will receive a confirmation email just as you do now.

We are very excited to have this opportunity to improve the IS HelpDesk experience; however, it will be an evolutionary process. Changes will be made as needed. Please work with us and be patient as we enter this new phase of improved HelpDesk service. Feel free to provide constructive feedback as our goal is to continuously improve our services.

The HelpDesk transition to bring extended hours support back to LMU is phase I. In our thirst for continuous improvement, we have already planned several additional phases.

Thank you for your patience and support.