



New Mexico Statewide Traffic Records System
(STRS)
Help Desk Procedures

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Revision History

Revision Number	Date	Comment
1.0	8/5/08	First Draft
1.1	9/8/08	Refinements resulting from IV&V review

New Mexico Statewide Traffic Records System (STRS) Help Desk Procedures

This document is available electronically in Adobe PDF format on the following address:
<http://nmtraffirecords.com/cgi/ttx.cgi>

Contacting the Help Desk

- The NM STRS Help Desk (Help Desk) is located at the following web address: <http://nmtraffirecords.com/cgi/ttx.cgi>. Law Enforcement Officers should first contact their local agency TraCS Coordinator to resolve TraCS issues (Tier 1 support). If their local TraCS Coordinator cannot resolve the issue, the officer, or any project stakeholder can submit a helpdesk ticket (Tier 2 support) by logging into the site: Username: **nm_strs**, Password: **h3lpd3sk**. If the help desk analyst team cannot resolve the issue, they will contact Technology Enterprise Group (TEG) for TraCS software issues.

After a successful login to the NM STRS help desk, the following screen in Figure 1 will display. Those fields marked with a red asterick are required information for the Help Desk team to process the request.



The screenshot shows the 'Contact Customer Service' page of the NM STRS Help Desk. The page features a navigation menu on the left with links for Home, STRS, STREOC, STRCC, System Inventory, Links, and Contact Us. The main content area includes a header with the TraCS logo and the text 'New Mexico Traffic and Criminal Software'. Below the header, there is a section for 'Contact Customer Service' with instructions to use the form to enter a new helpdesk ticket. A 'Please remember' section lists two bullet points: 'Click submit when you have completed the form, and' and 'After you submit, you will be given an access code for future reference.' The form fields include: Name* (text input), Email* (text input), Phone (text input), Agency (dropdown menu), Problem Type (dropdown menu), Project* (dropdown menu with '-- please select --'), and Subject* (text input). Below these fields is a 'Problem' preview section with a large text area. At the bottom, there are three 'Attachments' fields (File 1, File 2, File 3) each with a 'Browse...' button. A red text prompt 'Click submit when you have completed the form:' is followed by a 'SUBMIT' button.

Figure 1. NM STRS Help Desk Ticket Entry Screen

- The Help Desk website is supported by the STRS Help Desk analysts from 8:00am – 5:00 pm, Mountain Time, Monday through Friday.
- If a problem is experienced trying to access the Help Desk website, Meryl Tasker, the TraCS Project Manager can be reached at 505.577.7035 for assistance.

Help Desk Responsibilities

Help Desk analysts monitor the Help Desk website and receive an email notification for each helpdesk ticket that is entered. Phone requests for assistance are entered as helpdesk tickets by either the stakeholder or the Help Desk analyst on the website.

The Help Desk automatically assigns a unique tracking number to each issue entered into the Help Desk. This number will be referenced in all subsequent communications for tracking purposes. Help Desk analysts will assign tickets a priority based on the following guidelines:

Priority Levels

Help Desk analysts assign a priority for each ticket based on the nature of the ticket entry. The following levels are used:

- **Hot** High priority – critical
- **Pending** Resolution in process
- **Open** Awaiting action by the Help Desk analyst
- **Responded** Communication issued to the contact
- **Active** Awaiting resolution
- **Solved** Problem resolved
- **Not Solved** Could not resolve issue for some reason

Creating Tickets

Any project stakeholder can submit a helpdesk ticket into the Help Desk. The following information is required when entering a Help Desk ticket. See Figure 1:

- Name – Contact Name for the issue
- Email Address - Contact email address
- Project – Name of Project
- Subject – Short description of issue

Additionally, the following information is not mandatory to open a ticket, but is very helpful for the Help Desk analyst:

- Phone – Contact phone number
- Agency – Contact Agency
- Problem Type – pick list
- Problem Description – specific detail about the issue being reported.

User may upload up to three files which pertain to the issue (i.e. screen captures, Adobe PDF files, etc.)

Other Responsibilities

In addition to monitoring the Help Desk, Help Desk analysts are responsible for the following:

- Provide on-site support as needed and required to resolve an issue.
- Contact the appropriate Help Desk analyst to respond to the request for support, as needed.
- Respond to requests for assistance in a timely manner. Once notified of a request for support, the Help Desk analyst determines the priority level of the request, and updates the helpdesk ticket accordingly.
- Discuss the problem with the contact if additional information is needed to process the request and assign priority. All issues are addressed as quickly as possible typically within the same day as the issue was reported.
- Resolve all requests for support in a timely manner. Every effort will be made by the Help Desk analysts to resolve issues as quickly as possible.
- Communicate with the stakeholder on progress in resolving the call. Help Desk analysts will provide regular status updates for critical and high priority open issues. A log is kept of all open issues, and is reviewed bimonthly by the New Mexico TraCS Users Group.
- Propose a viable workaround whenever possible. Help Desk analysts will make every effort to provide alternate means to fulfill a task that a customer is attempting to perform. Any workaround will be documented in the Help Desk.
- Document the resolution when closing a ticket. Upon resolution, the Help Desk Team member will document the resolution in Help Desk system, which notifies the user that their incident has been resolved and how it was resolved, complete/correct any ticket information and then close the ticket.

Escalation

If the Help Desk analyst determines that a helpdesk ticket requires advanced-level technical assistance, or technical assistance from another group to resolve the issue, they will escalate the ticket to the Help Desk Supervisor or an advanced-level support team member within a reasonable timeframe. Help Desk analysts are responsible for notifying the stakeholder who entered the helpdesk ticket when an issue has been escalated.

The Help Desk Supervisor or advanced-level analyst will determine how a resolution can be reached. The Help Desk Supervisor may assign the ticket to another analyst noting the assignment (change of ownership) in the ticket.

This new analyst working on the ticket will update the original contact that entered the helpdesk ticket until resolution can be achieved. This new analyst will resolve the matter, document the resolution, close the ticket, and notify the original contact of the resolution.

If the issue cannot be resolved, the Help Desk Supervisor or an advanced-level support team member will update the tracking system with relevant comments, escalate the ticket to the proper support team, and notify the end-user that the issue has been escalated. The advanced-level support team will update the customer until resolution can be achieved, resolve the matter, document the resolution, close the ticket, and notify the requestor of the resolution.

Help Desk Ticket Assignment

Telephone calls to Help Desk analysts for assistance or tickets received by Help Desk analysts that should be immediately forwarded to another analyst will be handled in the following manner:

The Help Desk analyst will create a ticket for the call, or will review the ticket if created directly by a requestor. Once it's determined that the issue should be handled by another analyst, the Help Desk analyst will assign the ticket to the appropriate team member. The new analyst will then follow existing guidelines for issue resolution.

Responsiveness

The Help Desk analysts are expected to respond to issues according to the order in which they are received, ticket status, and the assigned priority to the ticket. However, team members may change the priority as needed. Such changes will be communicated to the requestor as soon as they are made, usually via a reply in the Help Desk. Critical requests will be given top priority for immediate support. Other requests will be addressed according to the assigned priority, and the age of the issue.

Reporting Requirements

Help Desk reports based on criteria such as status, priority, open date, and close date will be generated as needed. A report showing Open issues is reviewed by the New Mexico TraCS Users Group bimonthly.

Responsible Parties

The Help Desk Supervisor has overall responsibility for the Help Desk service requests.

- Support will be provided by the Help Desk Analysts.

Response Commitment

The Help Desk software is used to contact requestors to acknowledge their incident and to apprise them of an action plan. It is important to provide any and all necessary information regarding the problem, including the escalation plan if the incident cannot be resolved within the helpdesk, or if resolution will be delayed due to dependencies outside the control of the NM TraCS office.

Resolutions that require the TraCS software application or New Mexico Law Enforcement Agency forms to be updated are prioritized for release to the field on a scheduled basis.