

CONTACTING THE HELPDESK

Simply call 745-7000 to report a problem or question. You can also point your browser to: <http://www.wku.edu/helpdesk> and fill out the help request form.

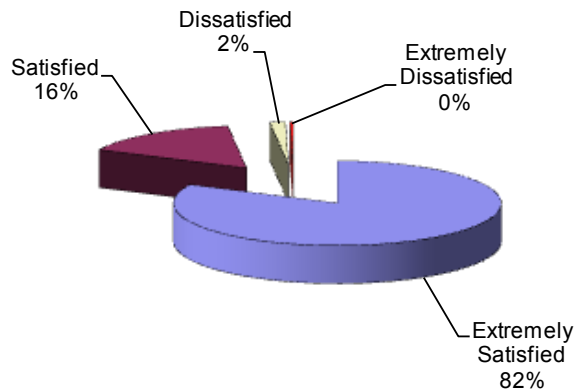
ACCOUNT SERVICES

- The Helpdesk is available to assist you with accessing and configuring your accounts. Assistance is provided for Banner, Blackboard, E-mail, Meeting Maker, Novell, and TopNet accounts.
- Faculty and Staff account creation services are provided upon request by their respective department, and the request form can be found at:

<http://www.wku.edu/helpdesk>

Your account information is sent to the individual that requested the account via email. If you do not have your password or cannot remember your password, please contact us at (270) 745-7000.

Customer Service Survey

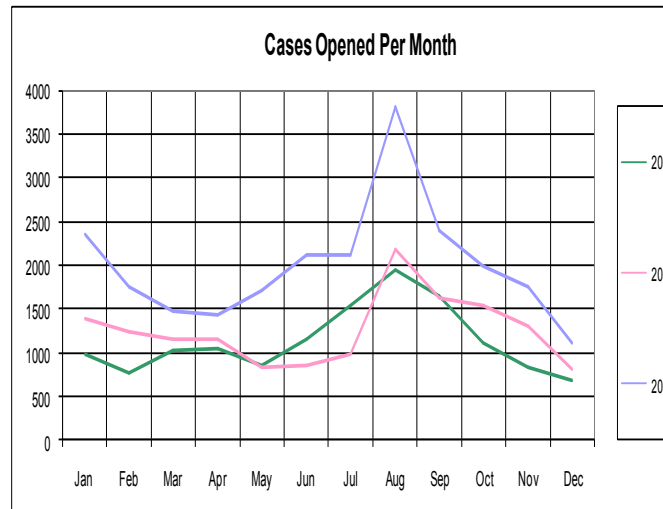


HELPDESK CASE INFORMATION

During 2006, a total of 24,047 cases were entered into the Help Desk software tracking system. This is an average of 2,004 closed cases per month.

- Faculty and staff requests comprised the bulk of the cases at 64%.
- The remaining 36% were requests fulfilled for WKU students.

The graph below shows the number of Helpdesk requests serviced in recent years.



Call volume depends on the time of year. Excluding outages or unusual events, the busiest times of year for the IT Helpdesk are the beginning of each semester.

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WESTERN KENTUCKY UNIVERSITY



With us, **iT** matters.

IT HELPDESK

CONTACT INFORMATION

Phone:
(270) 745-7000

Online:
www.wku.edu/helpdesk

HOURS OF OPERATION

Sunday 12:00 PM - 8:00 PM
Monday - Friday 8:00 AM - 10:00 PM
Saturday 8:00 AM - 8:00 PM

Information related to holiday hours
can be found online.

THE IT HELPDESK...

- Serves as the initial point of contact for support of your technology related needs and questions.
- In many cases when you call the Helpdesk, a consultant will be able to resolve your issue while you are on the phone, but in some instances it may be necessary to escalate your request to the appropriate area within IT for resolution. In either case, the consultant will work with you to gather the information needed to answer your question or help diagnose the issue you are calling about. The Helpdesk stands ready to provide support for a wide range of campus technology services.

FOR BEST RESULTS...

- Check the System Status page at <http://www.wku.edu/sysstatus> to see if there are any alerts concerning the problem you may be having. When calling the Helpdesk an automated message will be presented whenever an extended system outage has occurred.
- Please provide us with your WKUID, your full name, a contact phone number and a valid email address. We may also need the ICN (inventory control number) of any WKU owned equipment.
- Describe the nature of your situation, what you were trying to do, and any error messages encountered.
- If appropriate, you should include the type of operating system as well as the software you are using.
- It is useful to know any other applications you may be using at the same time.
- Let us know if this is a new problem or if it is a continuing problem. If this is a recurring issue that you have discussed in the past, please include your past case number.

HOW DOES THE HELPDESK MANAGE YOUR PROBLEM?

- You may place inquiries via a web form or phone to the Helpdesk to talk with a consultant. A case will be created and is used to track your incident.

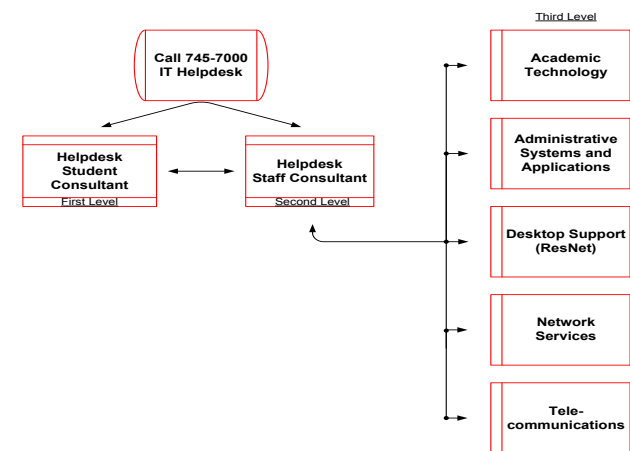


- A call placed to the Helpdesk is directed to the first available consultant. There are certain issues which can only be handled by Second or Third Level Consultants (see diagram opposite page), and the caller may be transferred to the appropriate area. Sometimes, the appropriate consultant group may be unavailable. When this occurs, the first level consultant will log the necessary information and route it to the appropriate group for resolution.

STUDENT EMPLOYMENT

- We post all new job announcements with the Office of Student Financial Assistance. The listing of available jobs is located at <http://www.wku.edu/Info/FinAid/employment.htm>
- We also advertise open positions on the digital displays in the Student Technology Center in MMTH.

CASE FLOWCHART



- **Academic Technology** provides WKU's open access student computer labs, faculty support for instructional technology, application support for the Blackboard system, the campus center for multimedia technology, and information technology training for students, faculty, and staff.
- **Administrative Systems and Applications** provides support for most of the enterprise systems on campus such as: Banner, BSR, E-mail, TopNet, and InfoView.
- **Desktop Support** provides assistance with issues related to desktop software, computers, printers, projectors and similar equipment that cannot be resolved remotely by the Helpdesk. Desktop Support includes **ResNet** which is a network and computer support service available to all Western Kentucky University students. Provided services include hardware diagnostics and repair, software troubleshooting, network support, virus and spyware removal, and system rebuilds.
- **Network Services** provides University-wide networking services and support to all classrooms, labs, offices, and residence hall rooms, and is responsible for provisioning both wired and wireless network connectivity for the campus.
- **Telecommunications** provides and maintains a voice and video communications system utilized to service the needs of faculty, staff, and students. Video services include: interactive video classrooms and video conferencing. They are also responsible for installation and maintenance of cabling.