

 <p>Requesting Technical Assistance</p>	Policy Number	GCS-OPS-002
	Effective Date	11/03/2010
	Revision Date	11/03/2010
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1.0 Purpose

A method of requesting, responding and providing floor support needs to be established for SWI staff so that technical assistance can be delivered on a first come first serve priority basis.

2.0 Policy

This policy is created to improve efficiency of SWI operations.

3.0 Definitions

SWI - Statewide Intake, the division of DFPS where the GCS unit operates.

GCS - Operations Unit within the SWI which provides front line technical support to all of SWI. The designation GCS is referred to in terms of the Unit or an Individual in the Unit.

Floor - idiom for all SWI Personnel and/or Materials necessary for the function of SWI.

Spark - SWI Internal Messaging Program

CSC – Customer Service Center – an offsite service that records issues when GCS is not available and contacts GCS as soon as feasible for the caller. This is a paid service and should only be used when GCS is off duty or unavailable.

4.0 Persons Affected

All SWI staff are expected to follow this policy.

5.0 Responsibilities

It is the responsibility of SWI management and staff to report issues with their equipment in an approved method. GCS staff is responsible by maintaining an open SPARK IM while on duty, responding to messages and scheduling service in a timely manner.

6.0 Procedures

6.1. GCS requirements for ensuring availability.

GCS are required to be on duty from the hours of 8:00 to 22:30.

GCS will sign out of SPARK when not on duty.

6.2. How to contact GCS staff for assistance.

Workers needing technical assistance will SPARK the entire GCS group stating their technical problem and pod number.

If SPARK is down, then the worker will proceed in calling the main GCS number (929-6883). This number will ring all the GCS phones.

6.3. Waiting for assistance.

GCS staff is allotted 3 minutes to respond to a worker's SPARK. If a response is not obtained in that timeframe, the worker should call the main GCS number 929-6883. If no one answers, the worker should contact CSC at 1-877-642-4777.

6.4. Documenting floor support.

GCS will be required to document all support provided to the floor by utilizing the HTA document.

[Normal Floor Support Report](#)

[Laptop Support Report](#)

- 6.4.1. If GCS has to call CSC and they are not able to resolve the issue, the worker will fill out the CSC Ticket Template so GCS can follow-up on the issue if necessary.

[CSC Ticket Template](#)

The CSC Ticket Template is located on the Templates page of the SWI Web, under the Equipment & Software section.

7.0 Revision History

Date	Action	Section
11/03/2010	Initial Development and Approval	