

YOUTH SERVICES POLICY

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| Title: Information Technology (IT) Technical Support | Type: A. Administrative Sub Type: 5. Information Services Number: A.5.10 |
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| References: YS Policy Nos. A.3.7 "Procurement of Supplies and Equipment", A.5.1 "Access to, Security of, and Use of Information Technology Resources and Mobile/Cellular/Smartphone Devices", A.5.6 "Internet and Email Usage", A.5.8 "Cell Phone/Smart Phone Usage"; and the Division of Administration's Office of Technology Services | |
| STATUS: Approved | |
| Approved By: <i>James Bueche, Ph.D., Deputy Secretary</i> | Date of Approval: 11/07/2019 |

I. AUTHORITY:

Deputy Secretary of the Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To provide YS employees with procedures to follow when IT Technical Support is needed for those functions handled by Public Safety Services (PSS) or OTS/NS Tech Support.

III. APPLICABILITY:

This policy applies to all YS employees. Each Unit Head is responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy.

IV. DEFINITIONS:

NS-15 Help Desk Information Form - A OTS/NS Tech Support Form can be found at https://www.doa.la.gov/Pages/ots/Telecommunications/Tele_Forms/Contents.aspx is used and emailed to TechSupport@la.gov as the primary means of requesting OTS/NS Tech Support for Central Office and Regional Offices.

Unit Head – For purposes of this policy, Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Executive Management Advisor, Regional Directors, Facility Directors and Regional Managers.

URAC – A Uniform Request Approval Cycle form in Lotus Notes, used as the primary means of requesting PSS IT work for Secure Care Facilities.

V. POLICY:

It is the Deputy Secretary's policy that YS employees shall be provided IT technical support through PSS or OTS/NS Tech Support within a specified timeframe, for Information Technology (IT) functions previously rendered through YS.

VI. PROCEDURES:

Public Safety Services (PSS) or OTS/NS Tech Support shall process requests to set up, support and resolve issues with desktops, laptops, mobile electronic data devices (Smartphone or cell phone), Polycom Videoconferencing, user accounts, email, hardware (printers, scanners), software installation, network connectivity, servers, and security.

Response time indicates the time it takes to resolve the issue or to provide the estimated time for resolution for more resource intensive issues.

Secure Care Facilities:

All IT Technical Support issues at the secure care facilities shall be reported to the Facility IT Technical Support staff. If the issue cannot be resolved by the Secure Facility IT Technical Support staff, then the issue shall be reported to the DSS Helpdesk either via phone, (225) 925-6233 or via e-mail to

Central Office Staff and Regional Office Staff:

Central Office staff and Regional Office Staff shall contact the EUC Help Desk via phone at (225) 219-6900 or 1-844-219-6900, via Online Portal at <http://otssupport.la.gov> for those issues indicated below.

A. Desktop/Laptop Setup, Support, and Issues

1. Contact the PSS or EUC Helpdesk to report issues and to request desktop support.
2. New desktop/laptop setup requests and the new user information must be provided in a "User Request Approval Cycle" (URAC) form in Lotus Notes to the EUC Helpdesk by the new employee's supervisor.

Following submission of the URAC, approval or denial shall be granted by OTS/NS Tech Support. If approved, a "Data Request Number" will be issued and shall be referred to when communicating with OTS/NS about the particular NS-15.

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Once OTS/NS Tech Support has completed the NS-15, an email will be forwarded to the employee's supervisor indicating the status as "complete", and to request an implementation date. Following selection of the implementation date, which OTS/NS Tech Support IT shall implement, and forward an additional email to the supervisor advising the URAC has been implemented.

3. Response time: 5 Days

B. Cell Phones and Smartphones

1. The Unit Head must approve and send a request to the PSS/Office of Management and Finance (OMF)/Purchasing to order the device pursuant to YS Policy No. A.3.7
2. When the device is received at PSS, the Unit Head shall be notified that the device is ready for pick up.
3. Issues with cell phones or smartphones shall be reported to the EUC Helpdesk. Location, information and description of problems or issues must be provided at the time of contact.
4. Response time:
 - a. New device set-up: 2 days
 - b. Issue response: 2 hours

C. Polycom Video Conferencing

1. The EUC Helpdesk shall be contacted via phone for polycom video conference scheduling.
2. Connection and equipment issues shall be reported to the EUC Helpdesk. Specific information must be provided, including the location(s) of the videoconference(s), specific issues, and contact information.
3. Anticipated response time: 1 hour (immediate for videoconference in progress).

D. User Accounts and Email

1. New user set-up requests and new user information must be provided to the EUC Helpdesk by the new user's supervisor.

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2. User account and e-mail issues shall be reported to the EUC Helpdesk. Specific information must be provided, including contact information, location, and a detailed description of the issue(s).
 3. Response time: 1 day
- E. Hardware (Printers, Scanners, Monitors, Keyboards, Mice) Support
1. Issues with hardware shall be reported to the EUC Helpdesk. Specific information must be provided, including contact information, location, and detailed description of the issue(s) (refer to the NS-15 Help Desk Information Form).
 2. Response time: 1 day
- F. Software Installation
1. Supervisors must contact the EUC Helpdesk and provide the following:
 - a. Supervisor's contact information.
 - b. User name, contact information and location to receive the software to be installed.
 - c. Name of the software to be installed.
 - d. Only licensed software shall be installed.
 - e. Response time: 1 day
- G. Servers, Network Connectivity, and Security
1. Issues with servers, network connectivity and security shall be reported to the EUC Helpdesk. Specific information must be provided, including contact information, location, and detailed description of the issue(s).
 2. Response time: 1 day
- H. JETS Support
1. Issues with the Juvenile Electronic Tracking System (JETS) shall be reported via e-mail to the following: JETS.HELPDESK@LA.GOV
 2. Response time: 3 days

VII. REPORTING RESPONSE TIME PROBLEMS:

If there is a problem with an issue response time, YS Secure Care Employees shall contact the Central Office IT Liaison. CO and Regional Offices shall contact the OTS/NS Tech Support Leadership team for escalation of the issues.

A response shall be provided to the YS employee reporting the issue by the Central Office IT Liaison.

Previous Regulation/Policy Number: A.5.10

Previous Effective Date: 10/18/2017

Attachments/References: OTS End User Computing – Service Desk.pdf

OTS END USER COMPUTING SERVICE DESK INTRODUCTION

WHAT IS THE SERVICE DESK?

The EUC Service Desk will function as the central point of contact for employees to report any IT issues or request IT services. This is the primary way for customers to reach IT personnel responsible for all state computer systems (i.e. networks, mainframes, databases, and state web applications) and IT equipment (i.e. computers, printers, servers, routers, and switches).

WHAT IS THE SERVICE MANAGEMENT TICKET SYSTEM?

The Service Management System is used to track work requests, hours spent, resolutions and other documentation, as well as aid in managing staff workloads, resource allocation and overall service performance. The EUC Service Desk will document, track, and maintain records about all reported incidents and requested services.

Click here to review the instructions for using the online portal to submit a ticket:

<https://intranet.la.gov/ivanti/SitePages/Ivanti%20Self%20Service%20Guides.aspx>

HOW DO CUSTOMERS CONTACT THE SERVICE DESK?

Beginning June 1, 2019:

1. Online Portal: <https://otssupport.la.gov>
2. Call: 225-219-6900 or Toll Free 1-844-219-6900

The Service Desk can be reached 24x7 including holidays

OJJ users should select:

First Option # 1: Computer Support and Passwords

Then Option # 0: Password Resets (if needed)

Or Option # 9: Computer support for all agencies

