OAKLAND UNIVERSITY™

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UTS Helpdesk streamlines processes

*By **Jeff Samoray**, OU Web Writer*

In a continuing effort to improve and enhance Oakland University's technological support, **University Technology Services** (UTS) has streamlined its Helpdesk job ticketing system. The new call tracking software, called Footprints, allows users to send a help request or incident report to the UTS Helpdesk via the Internet and view the progress on the job ticket until it is resolved.

"UTS conducted a survey of the OU community about a year ago on our Helpdesk services and found through the responses we received that we needed a better job ticketing system," said Theresa Rowe, assistant vice president for University Technology Services. "We finished the upgrade on July 1 and have already seen that it helps us work better on resolving job tickets.

Footprints allows us to consolidate our two previous ticketing systems into one." Footprints also allows users to attach screen shots or documents, which can be useful if a software program is generating an error message that you don't understand. Users also may find it useful to use Footprints to describe the computer problem in their own words.

Before using Footprints to enter a help request, faculty and staff should first determine if UTS is the proper office to contact. Before contacting the Helpdesk, please note the following:

- UTS supports university owned PC and Mac desktop and laptop computers.
- UTS supports only those operating systems and software packages as described in the **Desktop Service Level Agreement**.
- UTS supports network port and network connectivity.
- Handheld mobile Personal Digital Assistant (PDA) devices and Tablet PCs are not supported.
- Voice mail or other phone related problems can be directed to UTS or the Telecommunications Department by dialing "0" to reach the campus operator.
- Check the home page of the **UTS** Web site before submitting a Helpdesk request. Information for users on widespread problems will be posted on the Daily Status section.
- If your department has a system administrator or person designated with technology support, perform an initial review of the problem with him/her.

To enter a help request using Footprints, visit the **UTS Helpdesk Ticket System** Web page. Use your Oakland University e-mail ID and password to enter the system. Once logged in, submit a new request by clicking on the "Submit Request" button or by selecting this option from the menu.

To view the progress on a request, click on the "View My Requests" button. UTS staff will periodically post updates until the ticket is resolved. Helpful tips and solutions for common problems also are included on the Helpdesk Ticket System home page. More information on using the system is available in the UTS document "**Using Footprints for Incident Reporting and Help Requests**."

You also may continue to submit help requests by visiting UTS in 220D Dodge Hall, calling (248) 370-HELP (4357), e-mailing **helpdesk@oakland.edu** or faxing a detailed description of your problem marked "ATTENTION: HELPDESK" to (248) 370-4209.

The UTS Helpdesk is made up of four full-time staff members and up to 10 student employees. Its purpose is to provide OU faculty, staff and students with a single point of contact for all supported services and products. Helpdesk staff members try to ensure that all requests are handled promptly, professionally and within the established time frame for each call.

Helpdesk hours are Monday through Friday, 8 a.m.-5 p.m. Visit the **University Technology Services** Web site for more information on its services and for daily system status updates.

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