

Information Services Procedures

Information Services is a department made up of (16) sixteen employees. We service the computers, network, and telephone facilities at all Pulaski Technical College locations. The following pages give procedures that will help facilitate the flow of work that we do. If you have any questions or suggestions about the procedures please let us know.

Employee Directory

<u>Name</u>	<u>Position</u>	<u>Office Phone</u>	<u>Campus</u>
David Harris	Chief Information Officer	(501)812-2205	Main
Moses Thomas	Director Academic Comp	(501)812-2356	Main
David Glover	Director Admin Comp	(501)812-2318	Main
Vacant	Info Tech Manager	(501)812-2714	South
Preston Trogden	Computer Technician	(501)812-2328	Main
Joshua Jamison	Computer Technician	(501)812-2317	Main
Talisha Polite	Computer Technician	(501)812-2799	Main
Greg Kaffka	Computer Technician	(501)812-2783	West
Robert Wirges	Computer Technician	(501)812-2782	Main
Paul Woods	Computer Technician	(501)812-2890	South
Steven Washkowiak	Computer Technician	(501)907-6670 x3420	BIC/SCCC
Jeff Wittig	Sr. Programmer Analyst	(501)812-2358	Main
Derrick Perrine	Programmer Analyst	(501)812-2847	Main
Wayne Floyd	Programmer Analyst	(501)812-2775	Main
Frank Opitz	Information Sys Analyst	(501)812-2781	Main
Tierra Harris	Help Desk Specialist	(501)812-2780	Main

Computer trouble:

1. Document/note as much as you can when the trouble occurs. The more you document/note the faster a technician can diagnose and correct your problem. The documentation/note should include:
 - what you were doing when the problem occurred
 - what program(s) you were using when the problem occurred
 - time of day the problem occurred
 - if the problem has occurred before
 - any other background information about the problem.

2. Input your problem in the IT Direct ticket system. The web site is located at the following link:

<https://www.myschoolbuilding.com/myschoolbuilding/itgateway.asp?acctnum=578004480>

The more you document about the problem the better a technician can diagnose and correct the problem. Complete the required fields of the ticket form and any additional fields on the form.

3. If you are unable to enter a ticket about your problem, then call (501) 812-2780 between the hours of 8:00 am and 4:30 pm Monday through Friday. Our help desk will enter your information into our ticketing system.
4. Once the problem is received and placed in our ticketing system, a technician will review the problem and then contact you about getting the problem corrected.
5. Please note that if the technician cannot solve the problem at your location then your computer will be brought to the computer services work area for diagnosis and correction of the problem. You may be without the services of a computer during this time. We do not have any extra computer units to loan during the repair period. The campus does have open labs located on the Main, West, and South locations. On the Main Campus the open labs are located in the Campus Center, Information Technology center, A Building, and Business Technology Center.

Password Reset

1. Using a browser on your computer, go to the main college web site at www.pulaskitech.edu.
2. Click on the link to PTC Portal MyPTC. The button is located on the left side of the website.
3. When the portal page loads in your browser you should see a place for your user name and password. Below this are tabs. Click on the “red” tab labeled Help.
4. The help tab contains portlets to help users with some common problems. On the right side of the page you should see a Set or Reset my Password form. Enter the information requested on the form and click on the “Display Username, ID Number and CHANGE my password” button at the bottom of the form.
5. If there is a problem getting this form completed then you will need to complete the form located on the left side of the page with the heading “myPTC Help”. Give as much detail as you can when completing this form. A tech will contact you after the form is submitted.
6. Please note that your new password will need to be at least eight characters in length with at least one upper case, lower case, and numeric character. Also, your password will expire after 90 days.
7. There may be a short time delay for your new password to become active once you complete the “Set or Reset my Password” form. This can be due to network traffic or heavy server usage.
8. If you are still not able to use your account you can complete a Help Desk request ticket at:
<https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=578004480>

or call 501-812-2780 between 8AM and 430PM Monday through Friday.

New Computer Installation

1. When purchasing delivers the new computer to your office, please submit a Help Desk Ticket request at:

<https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=578004480>

2. If you cannot complete the request then you can call (501)812-2780 between the hours of 8AM and 430PM Monday through Friday.
3. Once a ticket has been submitted a computer services technician will call you and set up a time for the installation. You will be asked to be in your office/classroom when the technician arrives to place your computer in service.
4. Please do not attach any computer to the school network without prior authorization from the Chief Information Officer or Director of Academic Computing. Our network is governed by the State of Arkansas and is under the laws and policies established by the State of Arkansas.

Ordering a New Computer

1. Determine the amount of money you have budgeted for a new computer. The Budget Manager of your department can help you determine this amount. Information Services does not have any money budgeted for computer purchases.
2. Contact Purchasing for the latest contracts and regulations prior to ordering a computer. We are governed by State of Arkansas purchasing rules and regulations.
3. Complete a requisition for the computer. All necessary signatures and information required by the requisition form must be completed.
4. The bid with the vendor quote number needs to be sent to the purchasing department. You can email it to Tim Walbert or Bryan Smith for processing. This will assist them in making sure you get what you have ordered from the vendor. Make sure the quote number is listed on the requisition form. This number is required when ordering from the state contract.
5. State Contract regulations require the vendor to ship your computer within 20 days of receiving the approved Purchase Order.

Software Installation/Upgrade

1. Complete a Help Desk Ticket request at:
<https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=578004480>

Please note that you must have a license for software to be installed on a computer. Some vendors will let your purchase order be your license. Please be ready to provide a copy of your license/purchase order to Information Services when the software is installed.

2. A Computer Services technician will contact you to set up a time for the installation. It is expected that you will be present during the installation in case there are any questions that need to be answered. Our technicians can not be familiar with all software or with software specific to your area of expertise. Some questions will require your input. Please have a copy of your license/purchase order to provide to the technician when the software is installed.

Priority of Computer Work Requests

The Information Services Department will process work request tickets using the following code for priority of services:

First Priority (High): A system or component is down. There is a critical business impact with no alternative available. (e.g., cannot print, network not available, etc.)

Second Priority (Medium): A system or component is down. There is some business impact with an alternative available. (e.g., e-mail not available).

Third Priority (Low): This is not critical. Deferred maintenance is acceptable. Circumvention is possible with no operational impact. (e.g., cannot access external drive, DVD not working, etc.)

These priorities can be altered and adjusted at any time due to change in circumstances.

Telephone trouble:

1. Document as much as you can.
2. Complete a Help Desk Ticket request at:
<https://www.myschoolbuilding.com/myschoolbuilding/itdgateway.asp?acctnum=578004480>
3. If you are unable to complete a ticket then you can call the help number at 812-2780. This number is available from 8 AM to 4:30 PM Monday through Friday.
4. Someone from Information Services will contact you concerning the trouble and resolve it as quickly as possible.