

Service Request Procedure

- Purpose: Describes how to make and progress a Service Request, which may be to report a fault, request a change or ask for technical advice.
- Audience: Head Teachers, ICT coordinators, Service Desk staff, NGfL support staff
- Related to: Service Agreement / Support Arrangements, Workshop Repair Procedure, On-Site repair Procedure

Warranty hardware repairs. Note that the NGfL technical support team is only authorised to carry out warranty repairs to certain Apple products. Where a school has other items in need of hardware repair and has purchased these items themselves, it should check if the equipment is still under the manufacturer's or suppliers warranty. Always investigate returning the equipment to the supplier in the first instance, in order to avoid any repair costs, before logging a Service Request.

1. Service Requests can only be logged by nominated individuals, whose names and email addresses are recorded in the Service Desk software (called HEAT). If your school or Education office needs to nominate a new representative, email the details to rosemary.turner@argyll-bute.gov.uk.
2. All Service Requests must be channelled through the Argyll & Bute IT Service Desk. The Service Desk operates between 09:00 and 17:00, Monday to Friday except council holidays, and Service Requests can be logged by either:

Telephoning the service desk	01546 60 40 60
Emailing the service desk	servicedesk@argyll-bute.gov.uk
3. Provide the Service Desk representative with some details of your request. The table on the next page will help you identify and describe your issue.
4. The Service Desk representative will record your details, generate a new Service Request on the system and quote you a unique HEAT reference number. Where a Service Request has been logged by email, you will only receive notification of this HEAT reference if the Service Desk has your email address. **Make a note of this HEAT number**, you may need to quote it later.
5. The HEAT system keeps a log of all calls from all establishments. In addition it is recommended that each establishment keeps a simple log sheet for their own records, a blank template for doing so is included at the end of this procedure.
6. Based on the information you provide, the Service Desk will assign the Service Request to the most appropriate support team. Note that Service Desk staff log requests, it is not their role to resolve the problem or issue technical advice.
7. A member of the assigned support team will then do one of several things:
 - resolve your problem without making contact
 - contact you and resolve the problem over the phone
 - advise you to send the item for repair (see Workshop Repair Procedure)
 - decide a site visit is required and include it in the next scheduling meeting
 - liaise with other parties or follow other some action plan.
8. Throughout the lifetime of the Service Request, the HEAT journal is updated. To check the current status of any Service Request, contact the Service Desk quoting the HEAT reference number.
9. Once your issue has been resolved a technician will endeavour to contact and inform you of the outcome closing the Service Request as "complete".

Fault Descriptions

When logging Service Requests with the Service Desk, use the following table to help identify and describe the type of problem you are experiencing. Log a separate Service Request for each different type of problem you are experiencing, do not log just one request for multiple different problems / issues.

Call type	Description & Symptoms
Virus infection	Anti-virus software indicates an infection, or multiple files suddenly can't be opened, or unusual behaviour of desktops.
Full Network Failure	Entire network within a school is not working. No one in the school can access the Internet, Email, DMR.
Partial Network Failure	Part of the network within a school is not working. Some people in the school can no longer access the Internet, Email, DMR.
DMR problem	DMR not working, although other computers in the school can access the Internet and Email.
Computer Network problem	A single computer can't access the Internet or Email, however it appears to be working okay in every other respect. Please specify whether it is a PC, notebook, Apple Mac or iBook.
Computer problem	A single computer is not operating properly, for example crashing regularly or appears to be completely "dead". Please specify whether it is a PC, notebook, Apple Mac desktop or iBook laptop.
Printer problem	A problem experienced with a specific laser, inkjet, dot matrix. Please specify the make, model and type of printer.
Password Reset	User password needs to be re-set, possibly because the user has forgotten their password or the system refuses to recognise it.
Internet Account Request	New user account needed for the schools Email and Internet access and the user has signed a AUP agreement. Or if some details need to be updated (e.g. change of surname).
I-Gear	Request to open up a website that is currently blocked by I-Gear, or to download files from the Internet.
Server Fault	(Only applicable to those schools with servers) server not accessible, or crashing regularly, or apparent hardware fault.
Software Fault	A specific application (e.g. Appleworks, Office) is causing problems. It may crash the desktop or behave unexpectedly.
Advice	No specific fault but some general advice or guidance required about using hardware, software, purchases or ICT practises.

