

District Support Service Center Support Guidelines

By Keli Jones

All customer needs for AV, Desktop, & the District Support Services Center (DSSC) building related to technical support (including printer setups, new and terminated employees, reconfigurations, etc.) should begin with a visit to the DSSC Customer Support link first: <http://www.dist.maricopa.edu/helpdesk/>. **Further, all technical related assistance should begin with a help desk request – no matter what ITS department needs to assist. The DSSC Help Desk and/or building technical liaison will coordinate assistance.**

Please also note the DSSC Help Desk can be contacted via email @ helpdesk@domail.maricopa.edu or phone @ 480 731-8632.

Most questions and/or support requests can be found on one of the menu options on the above link. The area called “Ask a Tech” can also be used for general questions. Further, beginning in 2004, the following changes are either under development or implementing as follows:

- Network ports are no longer locked down. If a computer/person needs to be moved, a work order should be placed using the above link. The DSSC Help Desk and/or support technician will then contact the individual and coordinate a move schedule. If the computer/person is moving within the “same” floor, an option will be provided for the client to move the equipment themselves however **Property Accounting Paperwork must be coordinated for inventory tracking. Please note: a phone cannot be moved without support from MTAC (Telecommunications) and a work order is required for this service.** (It is always best to begin with a formal work order request in all cases.)
- Toner Requests will continue via a work order with the DSSC Help Desk.
- Surplus Equipment requires a work order request with the DSSC Help Desk. The equipment will be picked up from the client location, brought down to the Desktop Repair team, disks cleaned, and arrangements made for MCCC CD Surplus. Please note: If the computer can be used within the same department, said department has first right of refusal. If the equipment continues on a surplus request, it will also be considered for other building use prior to actual purging from the MCCC CD system.
- Configuration Assistance – any “technical” related purchasing assistance can be coordinated either through a formal work order request with the DSSC Help Desk or by using the “Ask a Tech” link referenced above. It is always best to “check” with the Help Desk/Desktop Support Teams to ensure what you are ordering will indeed be supported prior to actual purchase.
- Software requests will be require proof of legal license. Desktop Support/Help Desk will “not” load any illegal software. Software requests require:
 - a. Work Order to DSSC Help Desk requesting install for specific software

- 1) For ITS Department - DSSC Help Desk will consult with ITS Software Librarian regarding value license.
 - 2) ITS Software Librarian will confirm valid license and/or provide software if necessary for the load. Determination will be made for Desktop Support or ITS Staff software load.
 - 3) Software must be returned to the ITS Software Librarian and the work order closed.
- b. After verification of legal licensing, software will be loaded and work order closed.
- New Equipment information is placed on the DSSC Help Desk white board when it is received into the Desktop Support area. The white board is used by DSSC Help Desk staff in contacting the client to initiate work orders needed for configuration. Work orders, in this case, should only be submitted via a DSSC Help Desk staff member and not the client. **For ITS Equipment Orders:** if the client wishes to setup their own equipment they must contact the Customer Support Manager to obtain the equipment. **NO equipment will be released from the Receiving area to a client.**
 - Color Printing – most departments now have color printing capabilities within their area. If a special need occurs a call/work request should be submitted to the DSSC Help Desk for further resource coordination in the building.
 - Audio Visual requests can be made at <http://www.dist.maricopa.edu/helpdesk/>. Please note that all requests **require 24 hour** notice for equipment and staffing resources. Due to limited resources and shared equipment needs within the building there are no exceptions to prior planning. Video taping and extended production type requests should be referred to MCTV at Scottsdale Community College.
 - Room Scheduling information can be obtained at <http://www.dist.maricopa.edu/helpdesk/>.
 - Computer Virus information can be obtained by visiting the links under “Industry Resources” at <http://www.dist.maricopa.edu/helpdesk/>.
 - The Desktop Computing environment has been moved (with few exceptions) to the Windows 2000 Operating System. Work is underway for a change to Windows XP at this time but will take approximately 1-2 years for full transition.

MEMO – MCCCCD Mail System

Maricopa Community College District's (MCCCD) email system is referred to as MEMO. This not only includes email but also District Wide Calendar setups (Corporate Time). General guidelines are as follows:

- If this is a new employee request please fill out the “New Employee Setups” at <http://www.dist.maricopa.edu/helpdesk/>. This information will be forwarded to the DSSC Help Desk for further processing.
- MEMO account requests also require:
 - a) Employee ID **or**
 - b) Full Name, Full Birth Date, Last 4 digits of the SS Number, Department, Phone Number, and Job Description (i.e., PSA, MAT, etc.). The DSSC Help Desk will coordinate further on this information. It should not be placed in any work order for security purposes.
 - c) Notification to Help Desk if this is a “transferred from another MCCCCD site” employee.
- Calendar (Corporate Time) Accounts must be on the same email account (i.e., if transferring from another site and the email account will remain the same, the Calendar account will need to remain the same).
- Each new MEMO account is setup with 100mg default. Increase requests require a work order and approval from the site MIT rep (<http://memo.maricopa.edu/docs/memositereps.html>) and will be uplifted in 50mg increments. Clients need to be diligent in proper housekeeping within their accounts. Any request made above 300mg must have the approval of the MEMO Management Team.
- Spam Mail should be forwarded/reported to: spam.monitor@domail.maricopa.edu
- DSSC Help Desk also provides 2nd Tier customer support for all MCCCCD college sites.