

Management System: Information Resource Management

Subject Area: Computer Systems Management (Including Help Desk)

Procedure: 1 - Computer Service Request (CSR)

Issue Date:

Lead Subject Matter Expert:
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Management System Owner:
Ward Best

1.0 Applicability

This procedure applies to all Environmental Management Consolidated Business Center (EMCBC) Federal and contract employees with access to the EMCBC Intranet.

2.0 Required Procedure

The purpose of this procedure is to establish the process for requesting Help Desk support using the [Computer Service Request](#) (CSR) system located under EMCBC Services on the EMCBC Intranet.

Step 1	From the EMCBC Intranet, User opens the EMCBC Services page.
Step 2	User selects the appropriate ticket for the specific request and completes the required fields. <ul style="list-style-type: none">• Select <u>Request Help Desk Support</u> for:<ul style="list-style-type: none">○ Software/Hardware Moves/Additions/Changes (includes telephones)○ Mobile Device requests (Blackberry, cell phone)○ Office Equipment Servicing○ General Computer Issues• Select <u>Add User or Modify System Access</u> to:<ul style="list-style-type: none">○ Add a new employee/visitor account - if the account is for a new employee/visitor, a completed Rules of Behavior for EMCBC Information Systems (User Agreement) is required. See Procedure 2, <i>Requesting User Accounts for EMCBC Employees</i>; or Procedure 3, <i>Requesting Visitor Accounts</i>, whichever applies.○ Grant or change system access (permissions) - for new accounts, the User Agreement must be completed. For existing accounts, the User Agreement is not necessary.○ Reactivate an existing account (e.g., returning contract employee) - annotate in the Comment section the reason for

	<ul style="list-style-type: none"> ○ reactivating the account. ○ Terminate an existing account - include the End Date ● Select <u>Schedule IT Support for Conference Room</u> to: <ul style="list-style-type: none"> ○ Request equipment ● Select <u>Schedule IT Support for Training Event</u> to: <ul style="list-style-type: none"> ○ Request equipment
Step 3	When required fields are complete, User uploads associated files, if necessary.
Step 4	When complete, User submits ticket.
Step 5	When ticket is submitted, CSR generates an email notification with the following information: <ul style="list-style-type: none"> ● Subject ● Requestor ● Assigned To ● Due Date ● Ticket ID ● Submitted By ● Created On Date ● Last Modified Date
Step 6	When ticket is completed, CSR will generate an email notification showing request is complete.
Step 7	OIRM logs activity in IM Maintenance Log, as applicable.

3.0 References

- [Procedure 2 – Requesting User Accounts for EMCBC Employees](#)
- [Procedure 3 – Requesting Visitor Accounts](#)

4.0 Records Generated

Records generated through implementation of this procedure are identified as follows, and are maintained by the Office of Information Management in accordance with the EMCBC Organizational File Plan:

Records Category Code	Records Title	Responsible Organization	QA Classification (Lifetime, Non-Permanent or N/A)
GRS 24-08-C	IT Operations Records – Information Management Maintenance Log	Office of Information Management	N/A
GRS 24-10-B	IT Customer Services Files – Customer Service Request System	Office of Information Management	N/A