Eric L. Garris

From:	John Dixon
Sent:	Thursday, August 10, 2017 4:19 PM
To:	Eric L. Garris
Subject:	CT Help Desk Application

Eric,

Will this suffice?

Campus Technology uses SysAid for their Help Desk Support and Tracking software. FMU users can submit Help Desk tickets on line at http://support.fmarion.edu/Login.jsp or call the Help Desk directly at extension 1111. The Campus Technology Help Desk is staffed by student workers who are screened and hired based on their technical aptitude and skill sets and go through basic technicial support and customer service training. When calling the Help Desk directly, efforts are made by the student workers to assist the caller over the phone and a Help Desk ticket is entered. If the support issue requires more technical support the ticket is created and routed to the appropriate staff person. Users receive an email when a ticket is opened and closed with details of the issue and resolution. These tickets are reviewed occasionally by the Desktop Support team to better understand the support issues around campus and look for ways to educate users accordingly.
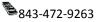
Regards,

John

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Think before you print.