

STATE OF ALASKA

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

OFFICE OF CHILDREN'S SERVICES

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<http://hss.state.ak.us/ocs/nutri/WIC/Default.htm>

Reply to: **All Local Agencies Memorandum No-06-20**

Date: May 8, 2006
TO: X-LA WIC Coordinators
X-Satellites
FROM: Kathleen Wayne
State WIC Program Manager
SUBJECT: **IT Help Desk Procedures**

Information- X
Policy- X
Action- X
Routine (hard copy only) - X
Urgent (fax and hard copy)-

As you know, the IT Customer Service help desk can be contacted to resolve any computer or AKWIC-related problems. To facilitate the resolution of these problems, the State Agency recommends that WIC staff use the following procedures when contacting the help desk.

- **Contact the help desk at ISHelpDesk@health.state.ak.us.** E-mail is the preferred method of contacting the help desk, as it is continually monitored. You can also contact the help desk via phone at 1-888-484-5763 or 465-8200. In the event that you must leave a voice message, your problem may not be as quickly resolved. Phone messages are not generally checked as frequently as e-mail.
- **Describe the nature of the problem.** If the problem involves a specific work station or printer, it would be helpful to have the property tag number of the equipment in question.
- **Provide contact information, including:**
 - Your name
 - The clinic from which you are phoning
 - Your phone number
 - Your e-mail address
- **Identify the main contact person for the problem.** This is important, as the help desk will try to contact this individual when the problem is resolved. If the contact person is different than the individual e-mailing in the problem, be sure to provide appropriate contact information.
- **Ask for the HEAT ticket number of the problem.** All problems tracked through the help desk are assigned a number from a computerized tracking system called HEAT. It is important that you

obtain the HEAT ticket number, as you will reference it in the future in the event that you need to follow-up on the problem's resolution. (If you have e-mailed the help desk regarding a problem, the help desk will reply with a HEAT ticket number.) Only address one main issue per ticket.

- **Allow for a reasonable period of time to resolve the problem.** If it's an emergency – example: “My printer won't print WIC warrants!” – the help desk should attempt a resolution within an hour of your contact. However, if the problem is less pressing – “I can't run the *Active Participation Report*.” – we would expect a resolution within ten calendar days.
- **Contact the help desk a second time if the problem is not resolved in a timely manner.**
Important: Always reference the HEAT ticket number assigned to your problem.
- **Refer the problem to the State Agency if it has not been resolved in a reasonable time frame after your second help desk contact.** You can phone Daniel Collison at 465-4696 or via e-mail at Daniel.Collison@health.state.ak.us. Please reference your HEAT ticket number when contacting Mr. Collison.

The help desk has also requested that the state agency provide it with a list of all WIC clinic staff. Such a listing will better enable help desk personnel to follow-up with clinic staff regarding problems. Accordingly, please complete the attached spreadsheet for all staff at your WIC clinic(s). Please forward the completed checklist to Daniel Collison at the e-mail address listed above no later than close-of-day Friday, May 19.

Thank you for your cooperation. We trust that these procedures will allow for a quick resolution to any computer- or AKWIC-related problems that arise in your clinic.

If you have questions, please contact me at (907) 465-8636.