

IT Services Roles and Responsibilities

The IT Services helpdesk Process involves the following roles and responsibilities.

Incident Management Roles and Responsibilities

Role	Responsibilities	Examples
Helpdesk	<ul style="list-style-type: none"> Initially respond to and record end-user issues Resolve issues quickly Fulfill end-user requirements for resolving issues of different types and severities Escalate issues appropriately using hierarchical and functional escalation guidelines Troubleshoot to determine cause Communicate with end-users regarding incident status Provide review to ensure that all incident tickets, regardless of assignment, are closed 	<ul style="list-style-type: none"> Respond to incoming user support phone calls and email Follow documented support procedures Develop quick resolution processes (with help from support levels 2/3) for common issues Dispatch to support and engineers as needed and ensure appropriate response to the ticket's impact level Post online and telephone announcements
Level 1 Support	<ul style="list-style-type: none"> Initially respond to and record service and server issues reported via monitoring Initially respond to service and server issues reported by the Helpdesk Resolve service support issues quickly Troubleshoot to determine cause Escalate issues appropriately using functional and hierarchical escalation guidelines 	<ul style="list-style-type: none"> Follow documented support procedures Respond to monitoring alerts Manage vendor issues, such as hardware service calls
Level 2 Support	<ul style="list-style-type: none"> Resolve standard technical issues escalated from Level 1 Aid Helpdesk and SNCC Level 1 staff in analysing impact Seek and identify anomalies Follow functional and hierarchical escalation guidelines Engage Incident Manager as needed 	<ul style="list-style-type: none"> Perform system and network troubleshooting not requiring Network Services Level 3 Troubleshoot connectivity issues
Level 3 Support	<ul style="list-style-type: none"> Respond to issues when high level of technical knowledge is required or ASAP resolution to serious issue is needed Provide technical leadership Perform technical quality assurance When involved with issue resolution, Helpdesk staff analyse severity and determine whether an Incident Manager is warranted Improve proactive operational performance by identifying and implementing tools Design and configure major changes and implementations Perform Quality Assurance for device configuration Participate in capacity planning; perform management processes 	<ul style="list-style-type: none"> Participate in system and implementation design and change planning Respond to major issues Provide support if expertise not available Ensure that new implementations address on-going operations issues such as monitoring, technical support process development, etc.
NOC	<p>In addition to monitoring services, the NOC also provides the following services</p> <p>Problem Management NOC has both proactive and reactive methods of identifying events affecting the performance of USP systems and networks</p> <p>Notification Provide the timeliest and most informative system and network availability notification texts/emails to engineers and ITS Management.</p> <p>Reporting & Documentation It is the policy of the NOC to provide informative weekly network and services availability reports which give an overview of the weekly activity in the NOC. These reports are used as a primary tool for quality assurance purposes and are also represented on the ITS website. The NOC also documents all systems and network related issues that it oversees.</p>	<ul style="list-style-type: none"> Update per-user support response information Schedule and lead post-incident review
Incident Manager	<ul style="list-style-type: none"> Manage serious issues Implement communication plan for serious issues Ensure appropriate resources are available for issue resolution Assess resolution/strategy 	<ul style="list-style-type: none"> Provide management leadership for specific issues; i.e., whether to bring up a down system ASAP or perform outage-lengthening forensic analysis of the issue

IT Services – Emergency Response Team (ERT)	<ul style="list-style-type: none"> • Receive and analyse all severity 1 incidents/problems • Drive the implementation and continuous improvement of Incident Management across all USP faculties and departments. • Report to SMT/CITC on IT Service Management activities. 	
IT Services – Quality Check Team (QCT)	<ul style="list-style-type: none"> • Receive and analyse select (10 per day) responses to open, pending and closed incidents/problems • Support the continuous improvement of Incident Management process across all USP faculties and departments. 	
Process Owners (Director IT Services, Manager, User Services, Helpdesk Coordinator)	<ul style="list-style-type: none"> • Improve incident management process; i.e., reporting from different views, use of data, etc. • Analyse issue/cause trends • Identify and lead implementation of necessary improvements • Ensure that the Helpdesk and SNCC maintain updated troubleshooting procedures, tools, and Knowledgebase documents • Track issues delegated to others • Update IT Services management on the state of incident management 	<ul style="list-style-type: none"> • Provide management leadership for support processes