

SOP for IT Response to Tech Issues

Three methods for filing a ticket

1. Go to help.uark.edu and complete a ticket.
2. Send an email to edhphelp@uark.edu.
3. Call (479) 575-6262 and a COEHP IT tech will complete a ticket for you (Use only if you do not have access to a computer or have an urgent classroom computer issue)

Faculty/Staff Member **Personal** IT Issue Process (**Not Urgent**)

Example: Computer still functioning, but has intermittent problems (i.e., webcam picture fuzzy, adobe sign not working, etc.)

1. The faculty/staff member completes a ticket (Make sure to identify EDUC as the college) for IT issue.
2. The faculty/staff member will receive an automated message once the ticket is submitted.
3. The ticket is first sent to UA IT who then moves it to COEHP IT.
4. The ticket system is reviewed by COEHP IT techs throughout each day. The IT techs are:
 - a. Nathan - NURS
 - b. Eric - GRAD, PEAH, ARKA, and WAAX
 - c. David - HPER, SHLH, and PRES
 - d. Joy – UTCH and OTHS
 - e. Lilly – All conference rooms and classrooms
5. The COEHP IT tech will contact the faculty/staff member (within 1-2 days of the ticket being submitted by faculty/staff member) to provide a response status update (What is the timeline for the initial assessment?).
6. The COEHP IT tech will assess the issue and (1) be able to immediately fix issue or (2) needs additional time to resolve the issue (IT tech will provide a loaner computer until the issue is resolved).
7. The ticket is closed (By COEHP IT tech) when the issue is immediately resolved or left open with the IT tech needs more time to resolve the issue.
8. If more time is needed, the COEHP IT tech will follow up with the faculty/staff member within three days of the initial assessment to provide an update.
9. Once the issue is resolved, the ticket will be closed immediately by the COEHP IT tech.
10. If the same issue occurs in the future, the faculty/staff member can re-open the original ticket. This will allow the COEHP IT tech to utilize the issue history for repair.

Faculty/Staff Member **Personal** IT Issue Process (**Urgent**)

Example: My computer will not turn on.

1. Call COEHP IT help line at 575-6262 (8am – 5pm)
2. IT tech will determine if issue can be resolved remotely.
3. If the issue cannot be resolved remotely, the COEHP IT Tech will complete a ticket for you and set up an appointment on that day to assess the issue.
4. The IT tech will assess the issue and (1) be able to immediately fix issue or (2) needs additional time to resolve the issue.
5. The ticket is closed (By COEHP IT Tech) when the issue is immediately resolved or left open with the IT tech needs more time to resolve the issue (A loaner computer will be provided).
6. If more time is needed, the COEHP IT tech will follow up with the faculty/staff member within three days of the initial assessment to provide an update.
7. Once the issue is resolved, the ticket will be immediately closed by the COEHP IT tech.
8. If the same issue occurs in the future, the faculty/staff member can re-open the original ticket. This will allow the COEHP IT tech to utilize the issue history for repair.

Faculty/Staff Member **Classroom** IT Issue Process (**Not Urgent**)

Example: The document camera does not work, but I can still conduct class.

1. The faculty/staff member completes a ticket (Make sure to identify EDUC as the college) for IT issue.
2. The faculty/staff member will receive an automated message once the ticket is submitted.
3. The ticket is first sent to UITS who then moves it to COEHP IT.
4. The ticket system is reviewed by COEHP IT techs throughout each day. The IT techs are:
 - a. Nathan
 - b. Eric
 - c. David
 - d. Joy
 - e. Lilly
5. The COEHP IT tech will contact the faculty/staff member (within 1-2 days of the ticket being submitted by faculty/staff member) to provide a response status update (What is the timeline for the initial assessment?).
6. The COEHP IT tech will assess the issue and (1) be able to immediately fix issue or (2) needs additional time to resolve the issue (IT tech will provide a loaner computer until the issue is resolved).
7. The ticket is closed (By COEHP IT tech) when the issue is immediately resolved or left open with the IT tech needs more time to resolve the issue.

8. If more time is needed, the COEHP IT tech will follow up with the faculty/staff member within three days of the initial assessment to provide an update.
9. Once the issue is resolved, the ticket will be closed immediately by the COEHP IT tech.
10. If the same issue occurs in the future, the faculty/staff member can re-open the original ticket. This will allow the COEHP IT tech to utilize the issue history for repair.

Faculty/Staff Member **Classroom** IT Issue Process (**Urgent**)

Example: The classroom computer will not turn on and I need it to conduct class.

1. Call COEHP IT help line at 575-6262 (8am – 5pm).
2. For after-hours classroom technology assistance, please call 575-2905.
3. The COEHP IT tech will determine if issue can be resolved remotely.
4. If issue cannot be resolved remotely, the COEHP IT Tech will complete a ticket for you and immediately identify a COEHP IT tech that can visit the classroom.
5. The COEHP IT tech visiting the classroom assesses the issue and will (1) be able to immediately fix issue or (2) need additional time to resolve the issue.
6. If more time is needed, the COEHP IT tech will follow up with the faculty/staff member within three days of the initial assessment to provide an update.
7. The faculty member will be contacted when the issue is resolved.