Hello everyone,

In an effort to increase the efficiency of the IT Department, we have begun the implementation of a ticketing system, i.e. help desk, to assist us in tracking all IT related incidents. These new lines of IT communication will allow those who are experiencing a problem or requesting IT services to interact more quickly with us and automates the execution and tracking of key tasks.

We have created two new email accounts the help direct requests to the appropriate system or person. To ask a general question about anything IT related, please use the Help Desk email it-helpdesk@co.dewitt.tx.us. This email alias will forward the message to all IT staff and one of us will respond to you as soon as possible. If you *__know__* you have an issue that needs to be resolved, send a message to it-service-request@co.dewitt.tx.us, this alias will automatically create a service request in the IT Help Desk system and notify us.

We receive many requests a day via telephone, personal visits, verbal requests in the hall or elevator, at lunch, and so on…even in the restroom (please don't). To help us better serve you, we ask that you adhere to the following guidelines when requesting assistance via an email to Help Desk:

- Please send one email per request and do not lump multiple requests into one email (for example requesting a log-in and a computer for a new employee should be two requests)
- Create an easy-to-understand subject. Subjects such as "Help!" make it difficult for us to prioritize requests as a glance. Try to put some (but not too much!) detail into the subject, like "Can't open Excel spreadsheet" or "Office printer out of toner". The bulk of the information should be in the body of the message, not the subject.
- When requesting reports, please start the subject with "Report: ".
- When composing your email, please clearly state what you need from us, and give us a preferred deadline that is reasonable.
- Please include any error messages (screen captures are great!) you are receiving and the steps you have taken to receive or reproduce the error.
- Please mention your preferred method of communication (email, telephone, personal visit), and pertinent contact information (name, office, position, telephone number, office number, time to visit, etc.). We already know most of you, but giving us all that info nearly guarantees there won't be any misinterpretations of the info.
- Please refrain from texting or messaging IT for issues. Even with critical issues, an email is preferred. Messages via SMS, Facebook, random IM, etc. risk being missed.

While our preferred method of communication is **Help Desk email**, you may call us if you are unable to send us an email. To track your phone request, we will manually create a ticket for you, so please expect an automatic email from our Help Desk system after you've spoken to us.

We are actively working the bugs out of our new system. Many of the responses are created from templates that we have not yet modified. Sometimes the response may include a hyperlink that doesn't work, or include some terminology that doesn't seem to fit. Please be patient while we work on fixing these things and just know that we are aware of them. The name of the software we use is ServiceDesk, so if you see anything that references ServiceDesk, just think of it as "Help Desk". Eventually we will have a user self-service portal (website) that will enable you to possibly open and track your own requests. You will be notified when this becomes available.

Our Help Desk phone number extension is 361-275-0867 or internally x368.

Not following these guidelines will likely increase our response time and ultimately delay the resolution of the problem. Thank you for your patience and promptness utilizing our new help desk system.

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Joey Trungale
IT Administrator
DeWitt County