**SOP**

**STANDARD OPERATING PROCEDURE FOR HELPDESK**

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**I. About the Helpdesk**

The help desk of DGET shall receive, log, prioritize, assign, track, escalate, resolve, close and archive queries, answer calls and initiate the triaging and escalation of unsolved issues to the next level.

**II. Helpdesk Parameters:**

**a) Modes of communication:** A user can communicate with the helpdesk in two ways:

**i. Phone Number:** Executives shall manage dedicated landline Numbers. Where a user can call and log his issue. Any call made at the helpdesk shall be logged in the ticketing system (HP ASM) along with the action taken and solution provided.

Helpdesk Dial-in: 0124-4419167

**ii. Email:** A user can also email to the helpdesk the helpdesk shall respond to the emails received, log a ticket, and record the action taken and the solution provided (if any) for such email.

Helpdesk Email ID: ncvtmis-msde@gov.in

**iii.** **User logs tickets through HPSM user portal:** This functionality where a user can login with dedicated user id and Password in HP ASM Tool and log a complaint, now a days this option is being used mostly and helpdesk team get notification for each new ticket logged and start working.

HPSM User Portal: [https://help.ncvtmis.gov.in/sm/ess.do/](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.ncvtmis.gov.in%2Fsm%2Fess.do%2F&data=02%7C01%7Cneeraj.rathi2%40wipro.com%7Ca38dae66cc40471daaed08d818c8165a%7C258ac4e4146a411e9dc879a9e12fd6da%7C0%7C0%7C637286594934184288&sdata=jqpTjCANIjBVitHAUNDDZUu4x52CTk0re4mHnMemOM4%3D&reserved=0)

**b) Support Levels:** Two levels of support shall be setup at the helpdesk. A query can be escalated to the next higher level (Application team) manually in case it requires a technical intervention.

**Level 1:**

This level of support is where the user phone calls/e-mails requests are logged into the Help Desk. This shall be manned by the helpdesk executives positioned at the helpdesk.

**Level 2:**

This level of support shall be defined as per the Ticket category. For example, for all technical queries, Application team/IT Team shall be the Level 2 contact. For all departmental/process related queries also, the respective teams shall be the Level 2 contacts.

In addition to the two support levels, the helpdesk shall also have two other roles which are as follows:

1. **Helpdesk Team:** The helpdesk team shall maintain strategic control over the helpdesk. All basic queries related to flow, understanding, process, login issue shall be resolved at helpdesk level. It shall be his/her responsibility to ensure immediate closure of such tickets.
2. **Helpdesk Team Lead:** Application team shall maintain operational control over the helpdesk. He/she shall ensure that the helpdesk functions as per the defined rules. He/she shall also be responsible for user management of the ticketing software.

To do before passing ticket to Application team:

* Helpdesk team should try to ensure about user information.
* Helpdesk team should be able to capture all the relevant details from the customer for ex:

If customer asking for some student data, there should be student registration number, Trade etc.

* Helpdesk team should make sure to ask and verify the proper screenshot with current data and time also ensure the screenshot shot shared should be relevant to complaint.
* Helpdesk should be capable to handle basic issue at their end and no such ticket should move to application team which can be solved as user end.
* Helpdesk team should communicate the time in resolving issue as per agreed SLA, No false commitment.
* Helpdesk team should be in sync with the application team and should be aware about all the deployment of new functionality.
* Helpdesk team should ensure to take KT from application team for the newly added functionality.
* Helpdesk team knowledge should be appropriate and updated.
* After every deployment helpdesk lead to ensure proper training to entire team about new implemented functionality.

**c) Ticket Category:** Following categories of Tickets are envisaged to be logged at the helpdesk. Each Ticket category shall have its independent process of resolution as defined in the ‘Standard Operating Procedures’ section of this document.

**Helpdesk ticket Category Description:**

1. Technical: Problems of technical nature pertaining to the DGET web portal.
2. Process Related: Queries related to department specific processes, regarding application for services, documents required.
3. Grievances: Call pertaining to grievances/ complaints/ governance and others matters.
4. Suggestions/Feedback: Any suggestions or feedback received regarding the services provided by DGET.
5. General Enquiry: An enquiry pertaining to the services offered by DGET.

Query received through phone or email

Helpdesk executive notes down the email id of the sender

Helpdesk executive asks for email id/phone no of the caller.

Identify the incident category & priority

Select any one of the following based on Ticket category

A

B

C

D

E

**d) Ticket Priority:** Issues logged under any category shall be classified under one of the following categories:

Category Description:

**1. Urgent (Critical Impact)**

• Any issue impacting significant group of users.

• Any show stopper issue impacting a single user.

**2. High (Significant Impact)**

• Non critical but significant issue impacting a single user.

• Issue degrading the performance or reliability of the system.

**3. Normal (Minor Impact)**

• Any issue which is important but does not require immediate action.

• Issue does not prevent the normal operation of the system.

**4. Low (Informational)** Issues consisting of any general enquiry about the Portal or its Usage.

**e) Resolution Time:** Resolution time is the time within which a ticket is ought to be closed after providing resolution of the query to the user. This shall be measured as per the ‘Normal Business Hours’ of the helpdesk and shall be as mentioned below:

Standard Operating Procedure for Helpdesk:

* Urgent 4 business hours.
* High 8 business hours.
* Normal 16 business hours to 32 business hours.
* Low 32 business hours 40 business hours.

\* 8 business hours = 1 working day

**f) Normal Business Hours:** The Normal Business hours for Helpdesk says 06:30AM - 10:30PM, 7 days open (except for public holidays where Wipro & Customer both declares holiday) 16X7 support.

**III. Knowledge Management:**

A preliminary set of FAQs along with the corresponding canned responses shall be prepared before beginning the operations of the helpdesk. This database of questions and answers shall be maintained and updated regularly by the helpdesk operations Lead based on the queries received at the helpdesk. This content may also be published on the DGET web portal for the convenience of the Visitors on the web portal.

**IV. Stakeholders**

The helpdesk shall have the following stakeholders:

**a) Complainants:** The complainants are the individuals contacting the helpdesk for any query/concern/complaint/grievance. They shall receive an email upon the registration of their incident with the helpdesk. A ticket number shall be sent along with the email to enable the complainant to track their respective complaint.

**b) L1 Support (Helpdesk Executives):** This group of users shall log any query/concern/complaint/grievance received either through telephone or email within the helpdesk in order to generate a ticket. These users shall be able to perform the following functions on any tickets open at their level:

* Provide any comments/updates on the ticket.
* Upload any supporting document related to the ticket.
* Forward the ticket to L2 in case it is not resolvable at L1.
* Close the ticket.

**c) L2 Support:** This group of users shall be able to view any ticket marked to them either by L1 or automatically by the system. These users shall be able to perform the following Functions on any tickets open at their level:

* Provide any comments/updates on the ticket.
* Upload any supporting document related to the ticket provided by the
* Complainant
* Close the ticket

Standard Operating Procedure for Helpdesk:

**d) Helpdesk Operations Lead:** This user shall have access to all open tickets and shall be able to perform the following functions on the tickets:

* Log a new ticket.
* Provide any comments/updates on a ticket.
* Upload any supporting document related to the ticket.
* Forward the ticket to L2 in case it is not resolvable at L1.
* Close the ticket

 In addition to this, this user shall also have the rights to create, modify and delete users in the helpdesk system & update and maintain the knowledge management system of the helpdesk.

**e) Application team Lead:** This user shall be have access to all open tickets after getting transferred from Helpdesk team. In addition, the user shall be able to perform the following functions on the tickets assigned to him/her:

* Provide any comments/updates on a ticket.
* Assigning team to application team member.
* Upload any supporting document related to the ticket.
* Close the ticket.

**Ticket Assignment Logic:**

Start

Log the issue details in brief & open a ticket

Resolvable at Helpdesk

Ticket open for > stipulated time for L1

Provide resolution record the same

Close the ticket. Archive the same for future reference

Detailed analysis and provided solution.

Moved to application support team

YES

NOS

**Kindly follow below standard messaging while updating Ticket for better user Experience.**

1. **Message to end-user Post changing status (Pending for Deployment):**

 *“Dear Sir/Madam, Thanks for your support and cooperation, we would like to inform that issue have been identified by our technical team and it will be resolved by Date <Next Morning of Deployment Date>.”*

**Note:** Please confirm deployment date and ensure that your ticket changes is going in the deployment, after that only mentioned Deployment Date.

2. **At the time of closing ticket after 3rd reminder**, status “Pending for user inputs”, we can put below standard Message.

*“Dear sir/Mandam, Thanks for contacting DGT Support. Since we have not received any input from your end after 3rd reminder, we are closing the Ticket as per the Process. Request you to raise a new ticket with required information for better solution.”*