

**NAVAL EDUCATION AND TRAINING PROFESSIONAL
DEVELOPMENT TECHNOLOGY CENTER (NETPDTC)**

Help Desk - Customer Support Procedures



Fund Administration and Standardized Document Automation

Web Version

**6490 Saufley Field Road
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30 November 2011

Document Version 3.0

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Who Should Read This Document

This document should be read and adhered to by anyone participating in the resolution of an issue reported by a user of the FASTDATA Application. To clarify, 'resolution of an issue' is defined as performing, assisting or providing direction in any of the following areas:

- Reporting any encountered problem.
- Recording customer and problem data in an Incident Management Ticket.
- Researching/reproducing problem causes
- Reviewing data generated by research.
- Conducting analysis against existing application code and business logic
- Providing Target of Opportunity (TOO)/System Change Request (SCR) details
- Providing How-To instructions

FASTDATA Customer Support Operations

This guide shall focus on the procedures for issue resolution. Specifically, details on:

- FASTDATA Technical Project Office
- Data collection/issue resolution attempts
- FASTDATA Customer Responsibilities
- FASTDATA Technical Support Desk data collection/issue resolution
- FASTDATA Functional Support Desk data collection/issue resolution
- Incident Management Ticket (IM Ticket) submission, resolution and closure

When an issue is to be submitted for resolution, a trouble ticket known as a FASTDATA Incident Management (IM) Ticket must be created. An IM Ticket can be submitted in one of three ways:

- I. Direct, in which a user of the FASTDATA application contacts the FASTDATA Help Desk and supplies all necessary information for the creation of an IM Ticket.
- II. Email, in which an email is sent to fastdata.helpdesk@navy.mil, and the user is contacted thereafter for complete information
- III. Other, in which any other form of contact with personnel on the FASTDATA project results in creation of an IM Ticket

Customer Support Roles and Responsibilities

FASTDATA Technical Project Office

Role: FASTDATA Technical Project Management

Lead: Anne Daniel, 850-452-1584

Responsibility: The technical project office is located at NETPDTC in Pensacola, Florida and oversees the development and direction of the FASTDATA System.

FASTDATA Help Desk (Tier 1 Technician)

Role: The FASTDATA Help Desk is located at NETPDTC in Pensacola, FL, and captures the details of customer issues into Incident Management (IM) Tracking System. FASTDATA customers are responsible for accurately reporting trouble reports to the FASTDATA Help Desk. As such, the IM Tracking System shall require the entry of the mandatory items identified in the FASTDATA Customers role and will NOT save the ticket if this information is not provided. Tier 1 technician will inform the customers that the information is required and will work with the customer until the information is gathered.

Where possible, Tier 1 technicians shall attempt to initially resolve certain tickets for commonly reported problems through the use of user manual documentation, prior trouble tickets, and customer support scripts. Requests for ORACLE installs/upgrades/IAVA patches are not FASTDATA application issues and should not be entered into the IM Tracking System. FASTDATA Help Desk will forward an email to the Technical Project Officer indicating that NETPDTC requests downtime coordination and user notification.

Each request for implementation assistance will be considered by the Project Officer who will notify the customer if implementation assistance is available. Tier 1 shall monitor, review, and track to completion open action requests received and assigned to Tier 2 or Tier 3 technicians.

Responsibility: Provide access to FASTDATA Help Desk services as described below:

1. Phone: Service agents are available from 6:00 AM to 6:00 PM, Central Time, by calling 850-452-1001, Option 1, DSN 922-1001, Option 1 or Toll Free 877-253-7112, Option 2. Off-duty agents will only be able to contact the FASTDATA emergency contact personnel. They will not be entering tickets in IM Tracking System. Non-emergency issues should be e-mailed to Fastdata.helpdesk@navy.mil.

2. Email: Customers may send an inquiry or request to the FASTDATA Help Desk via email at any time to Fastdata.helpdesk@navy.mil. If the email is received outside of business hours, FASTDATA Help Desk agents will create the IM Ticket on the next business day. The IM Ticket number is provided via email or return phone call to the customer for tracking.

All trouble calls and tickets received by the FASTDATA Help Desk that cannot be resolved by the Tier 1 technician shall be referred to the appropriate FASTDATA Tier 2 staff. The Tier 1 technician will ensure mechanisms are maintained for secure and prompt transfer of customer data, working with customer POCs and/or the local IAO as needed. The Tier 2 IM group will regularly review all open tickets, and keep the Technical Project Officer advised of status on open tickets and address issues that need attention.

FASTDATA Customers

Role: FASTDATA Customers are responsible for working within the major command for internal solution of problem before escalating to the FASTDATA Help Desk. The customer is responsible for accurately reporting application trouble reports to the FASTDATA Helpdesk by one of the methods identified above.

Responsibility: In placing an IM Ticket, customers are required to provide the following:

1. Primary and Secondary Point of Contact (POC), to include email address and phone numbers, within an FA for submitting trouble tickets
2. Activity Name
3. Activity Unit Identification Code
4. FA ID and/or SITE ID reporting the problem
5. Error Type – In order to ensure proper priority assignment, it is critical that the customer identify if problem has resulted in a work stoppage
6. Detailed description of problem
7. Web browser type and version
8. NMCI or non-NMCI user

In addition, FASTDATA customers are responsible for ensuring that requests for additional information and other supporting documentation are to be provided within two business day of the request. Unless circumstances prevent response, failure to submit requested items within five business days of the request will result in the automatic closure of the ticket and a new ticket will have to be requested.

FASTDATA Tier 2 or Tier 3

Role: This group ensures a technical solution is identified and resolution applied.

Responsibility: Upon receipt of an IM Ticket, a Tier 2 or Tier 3 technician shall take all action necessary to resolve the problem for the user, with a priority dictated by the type of error or issue. The technician will, as needed, contact the user by email and/or phone, gather further defining information and data regarding the issue, analyze the issue, seek assistance from technical personnel, or edit data supplied by the customer.

Tier 2 technicians must contact the customer within one business day of the referral of the ticket. This initial inquiry may include a request for additional details. All contact and attempts to make contact with the customer shall be documented, by date and time, in the Internal Comments of the IM Ticket along with a synopsis of contact details. Resolution details shall be recorded and included in feedback emails to the customer. Tier 2 technicians may request internal support from a Tier 3 technician if/when a specific technical or functional subject matter expertise is required.

Tier 2 and/or Tier 3 technicians are responsible for developing and maintaining support scripts for frequently reported problems. Sharing technical resolution with Tier 1 technicians is encouraged, thus facilitating resolution of future similarly reported problems.

In the event an issue is found to be caused by a programmatic problem, a TOO item or SCR will be added to the repository and reported to users at the bi-weekly JRB conference call. IM Ticket will be closed after customer has been provided the TOO or SCR number for tracking the problem to resolution.

Problem Resolution Process

In all cases where the IM Ticket resolution indicates the problem to be a program defect and a FASTDATA program change is required, technical support desk personnel shall notify the FASTDATA Project Officer via email and the Functional technician shall document the SCR or TOO in the appropriate repository of changes.

All outstanding IM Tickets shall be reviewed and monitored by the Technical Project Officer as required. Metrics shall be captured by Tier 1 IM group and reported. Metrics data shall be reviewed and analyzed to provide oversight on how efficiently IM Tickets are being worked.

When an IM Ticket is to be closed, the support person shall enter a Level of Effort (LOE), Resolution Category, Resolution Code and a Customer Resolution Description. Details entered for Resolution should be comprehensive enough to reconstruct all action taken. IM Tickets shall be assigned a status of “Resolved” and automatically “Complete” after 7 business days.

An IM Ticket email Notification shall be sent to the customer when the ticket is resolved. The information in the Resolution field will automatically be sent to customer. No email shall be sent to the technician when the ticket is completed.

IM Tickets shall initially be assigned Priority based on the following four levels.

Priority 1 – *To be worked immediately until resolved or within twelve hours.*

IM Ticket shall be assigned this priority when one of the following Issues is selected:

- Website Unavailable
- Automated Jobs / MQ

Priority 2 – *To be resolved within twenty four hours*

IM Ticket shall be assigned this priority when one of the following Issues is selected:

- Outyear Process
- Year End Process
- End of Month Issues
- Funds/ Framework Issues
- Login Process
- Web Site Connectivity

Priority 3 – *To be resolved within seventy two hours*

IM Ticket shall be assigned this priority when one of the following Issues are selected:

- Document Processes
- Reconciliation – Current Year
- Reports
- Security Admin

Priority 4 – *To be resolved as expeditiously as possible*

IM Ticket shall be assigned this priority to a call when the following Issue is selected:

- Reconciliation – Prior Year
- Other

IM Tickets shall normally be resolved within the time frames specified above unless special circumstances apply, such as awaiting customer feedback or external work is being completed.