

# Computer Services Procedures

Computer Services is a department made up of fifteen employees. We service the computers, network, and telephone facilities on all Pulaski Technical campuses. The following pages give procedures that will help facilitate the flow of work that we do. If you have any questions or suggestions about the procedures please let us know.

## Employee Directory

Name	Position	Office
David Harris	Chief Information Officer	(501)812-2205
Andy Turner	Director Academic Comp	(501)812-2714
David Glover	Director Admin Comp	(501)812-2318
Moses Thomas	Network Manager	(501)812-2356
Preston Trogden	Computer Support Tech - Main	(501)812-2328
Joshua Jamison	Computer Support Tech - Main	(501)812-2317
Frank Opitz	Computer Support Tech - Main	(501)812-2781
Greg Kaffka	Computer Support Tech - Main	(501)812-2783
Robert Wirges	Computer Support Tech - Main	(501)812-2782
Paul Woods	Computer Support Tech - South	(501)812-2890
Steve Washkowiak	Computer Support Tech - BIC	(501)907-6670 ext. 3420
Jeff Wittig	Sr. Programmer Analyst	(501)812-2358
Vacant	Programmer Analyst	(501)812-
Vacant	Programmer Analyst	(501)812-
Vacant	Information Sys Analyst	(501)812-

## **Report Desktop Computer trouble:**

1. Document as much as you can when the trouble occurs. The more you document the faster the problem can be diagnosed. Be as descriptive as you can about the problem. The documentation should include:
  - What you were doing when the problem occurred
  - What program(s) you were using when the problem occurred
  - Time of day the problem occurred
  - If the problem has occurred before
  - Anything else you think might be important to know about the problem.
  
2. Report your trouble using one of the following methods:
  - a. E-mail your problem to [CompServStaff@pulaskitech.edu](mailto:CompServStaff@pulaskitech.edu).  
Include in the e-mail as much as you can of the documented items suggested in step 1. The more you document the better.
  - b. Call extension 812-2780 between the hours of 7:30 am and 5:00 pm Monday through Friday.
  - c. Submit a ticket into the Computing Services Helpdesk ticketing application. This is located by clicking on the link found on the Computing Services website. To access this web site you go to [www.pulaskitech.edu](http://www.pulaskitech.edu) and click on administration. Scroll down the list and click on Computing Services. Log in to the help desk using your Campus ID and password.
  
3. Once the problem is received or entered in the ticketing system, a technician will contact you about the problem. The Technician will try to solve the problem using your help over the phone or through email conversation. They may also need to access your computer remotely or come to your location. Technicians will not go into an office without the user being present or prior approval from the user.
  
4. If the problem cannot be solved over the phone, remotely, or at your location then your computer will be brought to the computer technicians work area for diagnosis and correction of the problem. You may be without the services of that computer during this time. We generally do not have any extra computer units to loan during the repair period. The College does have open labs located in the Campus Center, Information Technology center, A Building, Business Technology Center, South Campus, and West Campus that you can use during this repair time.

5. There may be occasion where the computer is no longer under warranty and additional parts are needed to repair the problem. It is the user's responsibility to process a purchase requisition using the processes established by their budget manager. The Technician can give the part specifications and suggest where the part can be purchased.

## **Password Reset**

Faculty/Staff account –

Go to the main college website at [www.pulaskitech.edu](http://www.pulaskitech.edu) and click on the MyPTC button located on the left side of the front page. Next to the place you enter your login ID and password is a link called “I forgot my password”. Click on this link. The page that appears has a section for faculty and staff. In the text it mentions to “click here”. Click on that link. The page that comes up has information that must be completed. When you click submit an email will be sent to your account indicating your password has been reset.

If you are not able to reset your account using the above procedure then you will need to email David Harris at [dharris@pulaskitech.edu](mailto:dharris@pulaskitech.edu) or your Deans/Chairs/Supervisors office. Please indicate in your email what division of the College you work for. A review of your account will take place to see what the problem might be. Your accounts password will be reset and sent to the email address you requested the change from. Your Dean/Chair/Supervisor will also be notified of the change.

## **New Desktop Computer Installation**

1. When shipping and receiving delivers the new computer to your office, please e-mail the computer services department at [CompServStaff@pulaskitech.edu](mailto:CompServStaff@pulaskitech.edu). Note the times you will be available in your office/classroom in the e-mail.
2. If you cannot e-mail then enter a ticket in the HelpDesk ticketing system located on the Computer Services web site. Note the times you will be available in your office/classroom in the ticket.
3. A computer services technician will call you and set up a time for the installation. You will be asked to be in your office/classroom when the technician arrives to place your computer in service.
4. Please do not attach any new computer to the school network without prior authorization from the Chief Information Officer. Our network is governed by the State of Arkansas and is under the laws and regulations established by the State of Arkansas Legislature and Department of Information Systems.

## **New Laptop Computer Installation**

1. When the new Laptop computer arrives in Shipping and Receiving they will complete an information form and send the device with the form to Computing Services.
2. Computing Services will power-up the Laptop and activate the Absolute Computrace location software. They will also complete all Operating System updates.
3. The user that is identified on the information form will be contacted to make plans for the pickup of the new Laptop.

## **Placing New Computer Orders**

1. Determine the amount of money you have budgeted for a new computer. The Budget Manager of your department can help you determine this amount.
2. Contact Purchasing for the latest contracts and regulations prior to ordering a computer. We are governed by State of Arkansas purchasing rules and regulations. All Laptop computers must include a license for Absolute Computrace.
3. Complete a purchase requisition for the computer. All necessary signatures and information required by the purchase requisition form must be completed.
4. Send the vendor quote document to Tim Walbert, Purchasing Agent, for processing. Make sure the quote number is listed on the requisition form. This number is required when ordering from the state contract.
5. State Contract regulations require the vendor to ship your computer within 20 days of receiving the approved Purchase Order.

## **Software Installation/Upgrade**

1. Report your need for software installation using one of the following methods:
  - a. E-mail your request to [CompServStaff@pulaskitech.edu](mailto:CompServStaff@pulaskitech.edu). Include any details that are required for the installation of the software. DO NOT include login and/or password information.
  - b. Call extension 812-2780 between the hours of 7:30 am and 5:00 pm Monday through Friday.
  - c. Submit a ticket into the Computing Services Helpdesk ticketing application. This is located by clicking on the link found on the Computing Services website. To access this web site you go to [www.pulaskitech.edu](http://www.pulaskitech.edu) and click on administration. Scroll down the list and click on Computing Services. Log in to the help desk using your Campus ID and password.
2. Please note that you must have a license from the vendor of the software before it can be installed on a computer owned by the College. Some vendors will let a purchase order be the license. Please be ready to provide a copy of your license/purchase order to the Computer Services representative when the software is installed.
3. A Computer Services technician will contact you to set up a time for the installation. It is expected that you will be present during the installation in case there are any questions that need to be answered. Our technicians can not be familiar with all software or with software specific to your area of expertise. Some questions will require your input. Please have a copy of your license/purchase order to provide to the technician when the software is installed.

## **Priority of Computer Work Requests**

The Computer Services Department will process work requests (tickets) using the following priority of services:

First Priority (High): A system or component is down. There is a critical business impact with no alternative available. (e.g., cannot print, network not available, etc.)

Second Priority (Medium): A system or component is down. There is some business impact with an alternative available. (e.g., e-mail not available).

Third Priority (Low): This is not critical. Deferred maintenance is acceptable. Circumvention is possible with no operational impact. (e.g., cannot access flash drive, DVD not working, etc.)

The priorities of an incident can be altered and adjusted at any time due to change in circumstances.

## **Shoretel Telephone handset trouble:**

1. Document as much as you can.
2. Report your trouble using one of the following methods:
  - a. E-mail your problem to [CompServStaff@pulaskitech.edu](mailto:CompServStaff@pulaskitech.edu).

Include in the e-mail as much about the problem as you can. Include the phone number and location. The more you document the better. Also include a phone number that we can use to contact you.
  - b. Call extension 812-2780 between the hours of 7:30 am and 5:00 pm Monday through Friday.
  - c. Submit a ticket into the Computing Services Helpdesk ticketing application. This is located by clicking on the link found on the Computing Services website. To access this web site you go to [www.pulaskitech.edu](http://www.pulaskitech.edu) and click on administration. Scroll down the list and click on Computing Services. Log in to the help desk using your Campus ID and password.
3. Someone from Computer Services will contact you concerning the trouble and resolve it as quickly as possible.

## **Wireless Network Access**

Main, West, South, and Aviation Campus locations provide wireless network access for general users. These “hotspots” are not broadcast due to security concerns. You will need to enter a location’s Service Set Identifier (SSID) in order to connect and use the wireless network services. Generally the SSID for most locations is PTC. The following are exceptions to this rule:

Main Campus - Campus Center building – ccbap

Main Campus - Library building - libraryap

Please note that the SSID is case sensitive.