



Boston Government Services, LLC

HELP DESK PROCESS WORK AID

BGS-SQAP-03-WA-17

Revision 1

BGS Proprietary Information Notice

This document and the information it contains is property of Boston Government Services, LLC (BGS). It shall not be reproduced, or its content otherwise made available to non-BGS parties without the express written consent of Boston Government Services, LLC.

Prepared and
Approved By:

Sherri Sanderson

Sherri Sanderson,
ATLAS Software Implementation Project Manager

01/18/2018

Date Signed

Effective Date:

01/18/2018

FUNCTIONAL AREA: Information Management	BGS-SQAP-03-WA-17	
	REV. 1	DATE: 01/18/2018
WORK AID TITLE: Help Desk Process Work Aid	Page 2 of 6	

Revision History

Rev. #	Effective Date	By	Type1	Changes
0	12/18/2015	Tim Olvey	N	New Work Aid
1	1/18/2018	Sherri Sanderson	M	Updated to remove requirements and responsibilities and renumber to current numbering convention (from BGS-WA-17-SQAP-03 to BGS-SQAP-03-WA-17.

1 M = major change, mc = minor change, N = new

FUNCTIONAL AREA: Information Management	BGS-SQAP-03-WA-17	
	REV. 1	DATE: 01/18/2018
WORK AID TITLE: Help Desk Process Work Aid	Page 3 of 6	

TABLE OF CONTENTS

1. PURPOSE.....4

2. SCOPE.....4

3. HELP DESK PROCESS4

FUNCTIONAL AREA: Information Management	BGS-SQAP-03-WA-17	
	REV. 1	DATE: 01/18/2018
WORK AID TITLE: Help Desk Process Work Aid	Page 4 of 6	

1. PURPOSE

This work aid outlines the processes of how the ATLAS helpdesk operates.

2. SCOPE

Text

3. HELP DESK PROCESS

1. Who to contact

- a. ATLAS website post the ATLAS support email atlassupport@bgs-llc.com. (Figure 1)
- b. Communications from Helpdesk include signatures relating helpdesk email.

2. Ticketing systems

- a. Once an email or phone call comes in, a ticket is **created**.
- b. If client leaves a voicemail; the answering system translates it into text and an email is **created** and **sent** to the helpdesk along with the attached voicemail recording.
- c. If it is unclear what client is asking for, we **contact** them and **ask** for specific details and/or examples.
- d. Details of issues or request are **gathered**
 - i. Requestor
 - ii. What type of request (i.e. problem, request, add feature)
 - iii. What module is effected
 - iv. **Determine** Impact; individual, site-specific, or all users of ATLAS
 - v. **Define** priority
 - vi. **Determine** if a specific individual in our group needs to work on this matter.
- e. Priority is **responded** to in this order
 - i. Urgent. Could be an ATLAS outage or critical issue concerning EDI, or anything to compromise the production environment.
 - ii. High. Effects one or multiple sites.
 - iii. Medium. Effects more than one client. Starting to see others reporting the same issue.
 - iv. Low. Standard request for Access, Add new features, common support issues.

FUNCTIONAL AREA: Information Management	BGS-SQAP-03-WA-17	
	REV. 1	DATE: 01/18/2018
WORK AID TITLE: Help Desk Process Work Aid	Page 5 of 6	

3. Categorizing Tickets by status
 - a. Open. A concern/request has been documented and a solution has not been reached. Ticket is not been assigned.
 - b. Work in Progress. ATLAS support member has taken ownership and is currently working on a solution for the issue.
 - c. Pending. Wait on customer or third party before we can move forward.
 - d. Resolved. **Updated** to 'Resolved' once issue is completed. Alternatively, if we have confirmation by client, status can bypass 'Resolved' and go straight to 'Closed'.
 - e. Closed. Tickets are **closed** when we have customer confirmation that customers' needs have been met either by phone or email OR they have not contacted us back in a reasonable amount of time.
 - f. Ready for QA. Usually effects multiple people or sites. Testing procedure has been **documented** in TestLodge system. New/Edited programming code has been tested locally and will need to be uploaded to the NON-production servers and tested by at least 2 or 3 members on the team using TestLodge.
 - g. Ready for Production. New/Edited programming code has been **tested** locally and on NON-production servers. TestLodge has been used to pass/fail the code to test the solution.
 - h. JAD. Customers' change request will require an approval of a special board that will determine if this is important enough to invest time and dollars into. If it is determined that it is a change worth investing in, a change request process is submitted by helpline.
 - i. Cancelled. Ticket has been **cancelled** either by customer or by Senior Solutions Architect.

4. Which team member handles what
 - a. The ATLAS support group discuss current concerns throughout the week either by phone or email. Also, we have an ongoing weekly meeting for communicating in detail the ongoing issues and objectives.
 - b. If there is a question about where the focus should be placed, we refer to Sherri Sanderson, Senior Solutions Architect.

FUNCTIONAL AREA: Information Management	BGS-SQAP-03-WA-17	
	REV. 1	DATE: 01/18/2018
WORK AID TITLE: Help Desk Process Work Aid	Page 6 of 6	

5. Working with Helpdesk Tickets

- a. Tickets are **worked** on a daily basis
 - i. Ticket are **focused** on by status
 - ii. Tickets that do not require a long-term solution are **worked** as they come in.
 - iii. Longer term coding solutions such as request for a new feature are **worked** as time permits.
- b. Communications from Helpdesk include signatures relating helpdesk email.

The image shows a web-based login form. At the top, the title 'Login' is displayed. Below the title, there are two input fields. The first is labeled 'User Name: *' and the second is labeled 'Password: *'. Both fields are currently empty. Below the password field is a button labeled 'Login' with a small lock icon to its left. In the bottom right corner of the form, there is a legend: '* required field'.

For ATLAS Support, contact atlassupport@bgs-llc.com

Figure 1.