

Helpdesk Process Flow

General Guidelines

The Helpdesk of the ICTS-User Support Division is the official point of contact for concerns on the information systems of the Department of Education (DepEd).

Information systems that are supported by the Helpdesk include the following:

- Learner Information System (LIS);
- Enhanced Basic Education Information System (EBEIS);
- Enterprise Human Resource Information System (EHRIS);
- Learning Resources (LR) Portal;
- Online Application System (OAS) and Principals' Test OAS (PTOAS); and
- Payroll and Remittance System (PRS), among others.

This document outlines the flow of transactions and processes of the Helpdesk, along with the paths of escalation that must be observed by end users when seeking support from the Helpdesk.

Escalation Procedures

The following escalation levels **MUST** be observed at all times:

1. **School personnel, parents/guardians, and learners** must first inform their **designated coordinator** (usually the ICT coordinator or another school personnel assigned by the school head), who is expected to resolve the issue on their end.
2. If the school ICT coordinator is unable to resolve the issue, they must forward the case to the **Schools Division Office (SDO)** process owner counterpart; the *Division Information Technology Officer (ITO)* may offer technical assistance, including user access management.
 - a. The SDO counterpart is expected to resolve the issue on their end.
3. If the SDO counterpart is unable to resolve the issue, they must forward the case to the **Regional Office (RO)** counterpart; the Regional ITO may offer technical assistance, including user access management.
 - a. The RO counterpart is expected to resolve all issues forwarded to them.
4. In the event that the RO counterpart has unresolved issues, they must consolidate said issues prior to forwarding to the **Central Office (CO)**.
 - a. The RO forwards all consolidated unresolved issues and recommendations to the CO, where it is passed over to the Helpdesk.
5. The Helpdesk staff is expected to answer queries and/or resolve issues on their end as soon as they receive it.
 - a. They will classify the issue as either *technical* or *policy*, and will attempt to resolve the concern on their end.
 - b. Once the Helpdesk staff has resolved the issue and/or answered the query, the Helpdesk staff concerned documents the issue and the resolution in the Helpdesk Log Monitoring tool, and **closes the case**.

In an event where Helpdesk is unable to resolve the issue on their end, they are required to escalate it to the concerned department for further checking and resolution.

The Helpdesk staff forwards the issue to the technical team if the issue is *technical*.

If the issue concerns a *policy* or a *recommendation*, Helpdesk forwards it to the process owner.

Once either the technical team or the process owner resolves the user's issue and/or answers the query, it notifies the resolution to the Helpdesk, who documents the issue and the resolution in the Helpdesk Log Monitoring tool, and **closes the case**.

Recommendations

The Helpdesk staff collects details of the recommendation, and forwards it to the Information Systems Analyst (ISA), who forwards it to or discusses it with the process owner and the technical team.

If the process owner and the technical team take note of and approve the recommendation, the process owner prepares the *Change Request Form (CRF)*, a document that outlines the process owner's request to the technical team to consider and implement any recommended enhancement to the concerned information system.

If the process owner and/or the technical team disapprove the recommendation, no action is expected of them, but they must inform the ISA of the disapproval of the recommendation.

The ISA informs the Helpdesk of the status; the Helpdesk then updates the user of the resolution, documents the issue and the resolution in the Helpdesk Log Monitoring tool, and **closes the case**.

Compliance to Escalation Procedures

Learners, parents, guardians, school personnel, and SDOs **SHOULD NOT CONTACT THE CO DIRECTLY** for concerns on DepEd information systems, whether by email, through phone, in social media, or in person.

Emails, private messages, phone calls, and documents from learners, parents/guardians, school personnel, and SDOs directly to CO without RO endorsement will be returned to the sender, and Helpdesk must ask the sender to comply with standard escalation procedures.

In the event, however, that a client personally approaches the Helpdesk, Helpdesk may assist the client as they would with regular users, but must refer them to their respective division and region concerned.

Service Timelines

The following parties concerned are expected to respond to and resolve queries and issues within the timeframe below:

- The Helpdesk commits to respond to and resolve the issue sent to them within **three to five business days after acknowledging receipt**.
- Depending on the complexity and/or severity of the issue, the technical team may resolve the issue forwarded to them in **three to seven business days after acknowledging receipt**.

The count of days shall start from documented acknowledgment of the issue by the concerned office.

Sample Scenario

1. The Regional Office forwards an email on **17 May 2018** requesting for reactivation of LRNs in the LIS.
 - a. Note that this particular transaction will include simple reactivation, assuming that there would be no conflicts with other learner records, and that the LIS is operational.
 - b. Note that this has already been escalated to and endorsed by the Regional Office.
 - c. If the query came from learners, parents/guardians, school personnel, and SDOs, Helpdesk returns the email with no action done, and informs the sender to comply with standard escalation procedures.
2. Helpdesk must acknowledge receipt of email on or before **23 May 2018** (five business days from time of receipt).
3. As this must be forwarded to the technical team, Helpdesk must endorse the issue to the same by **23 May 2018**.
4. The technical team must inform Helpdesk of the timeframe (for example, five to six business days after endorsement of issue by Helpdesk) and, under normal circumstances, complete the transaction by committed timeframe.
5. Once resolved, the technical team must forward the results to Helpdesk, who is expected to communicate results to the end user,