ARIZONA DEPARTMENT OF ECONOMIC SECURITY
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Jane Dee Hull
Governor

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Director

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WIA GUIDANCE LETTER #08-02

SUBJECT: Workforce Development Administration Help Desk Policy

BACKGROUND: In recent weeks, the Workforce Development Administration (WDA) finalized a process for providing first-level, technical assistance to local areas in response to questions specifically related to the Workforce Investment Act (WIA) Participant Tracking System (PTS). This process, referred to as the "Help Desk," was developed as a means of ensuring that questions about the PTS would be assigned promptly to the right unit or individual within our administration. In addition, the Help Desk process will assist our administration in distinguishing requests for assistance that may be crucial to continued system functionality within a local area, versus requests that call for system modifications requiring more in-depth assessment and development.

ACTION REQUIRED: Enclosed for your review are the Help Desk Policy and User Instructions. We strongly encourage wide distribution of this information to staff at all levels who use the PTS to input, track, and report on WIA client activities.

Service to the Local Workforce Investment Areas (LWIAs) through direct, frequent dialog is paramount to our success in delivering the kind of technical guidance that builds business relationships and leads to improved program performance. We appreciate your cooperation in using the Help Desk to help us provide the assistance you need and deserve.

Please contact the Help Desk Coordinator at (602) 542-2460 if you need additional information.

Sincerely,

Stan Flowers
Program Administrator (Actg)
Workforce Development Administration

PG:SF:kds

Enclosures (2)

Workforce Development Administration
Help Desk Policy

The Workforce Development Administration has an internal Help Desk managed by the WDA Support Unit. The Help Desk hours of operation are 8:00 a.m. to 5:00 p.m. Monday through Friday. The Help Desk can be reached by dialing 1 (602) 542-2460 or by sending an email to wiahelpdesk@de.state.az.us.

The Help Desk handles all inquiries regarding the **Participant Tracking System**. In addition, the Help Desk logs all data sent by the Local Workforce Investment Areas (LWIA's) to the Workforce Development Administration. **The Help Desk does not handle problems that occur with computer equipment**.

The types of inquiries handled by the Help Desk are outlined below:

- Maintenance – a "problem" in the application in that some functionality does not work as advertised.

- Question – a question regarding the application or reports that needs answering.

- Enhancement – a desired change in how the application functions. For example, this could be a change in the business rules for generating a report, adding a new report, adding a validation check, etc.

Help Desk calls are handled as follows:

- **All** calls are directed to the Help Desk Specialist. The Specialist will give a Help Desk number to the calling party. The Help Desk Specialist answers, screens, and refers inquiries and requests for information or service to the appropriate individual or unit. Phone calls are taken and relayed to the appropriate area, normally within 15 minutes from the time of receipt. Problems reported through email will be documented and assigned to the appropriate person by the close of business the day of the receipt. The Help Desk Specialist logs the call for monitoring and reporting purposes.

- Once the Specialist contacts the appropriate person for resolution, they are required to respond to **maintenance items** by phone within one hour. If the person assigned the problem anticipates being unable to respond within one hour, then they can refer the problem to another person or the Help Desk Specialist will inform the caller when to expect a return call. If they do not hear from anyone within one hour, please re-contact the Help Desk Specialist. For problems (maintenance items) reported through email, a response from a person in WDA is required by close of business the day following the receipt. The Help Desk Specialist will reply to the email with a message that provides the Help Desk number.

Workforce Development Administration
Help Desk Policy

Please follow the instructions below when placing a Help Desk call or email:

- Please do not contact personnel within WDA directly.
- Have the following information available:
  - -- Report and/or Screen Number associated with problem.
  - -- Type of call – maintenance, question, or enhancement.
  - -- Operating system of the computer, i.e., NT 4.0, Windows 2000, Windows 98.
  - -- Contact name, phone number and email address.
  - -- Any system ERROR messages. (Screen print the error message wherever possible).
  - -- Explanation of the process or action taken before the problem occurred.
  - -- Explanation of the problem including desired outcome.
- Please be available at your workstation after placing a Help Desk call until someone from WDA contacts you. If this is not possible, notify the Help Desk Specialist when you will be available.
- Request a Help Desk number. When someone calls you back they will reference this number.

We appreciate your assistance in our efforts to provide quality services!