

Problem	Who to call	Information required during call
<p><b>Network problems /System wide</b>  <b>This includes:</b></p> <ul style="list-style-type: none"> <li>- inability to connect to individual drives</li> <li>- Web appears to be down</li> <li>- Outlook is down</li> <li>- common drive is down</li> </ul>	<p>Call 2116 and hit #1 for a system status recording. If no system wide problems are reported on the recording, proceed as below depending on time of day.</p> <p><b>Between 7:30 a.m. - 3:30 p.m.</b></p> <ul style="list-style-type: none"> <li>- call Debbie or Ruth. If they are both unavailable, please call the Service Desk directly at 2116. Hit #3 to speak with someone on the Service Desk.</li> <li>- Leave a message for Debbie or Ruth so they can follow-up.</li> </ul> <p><b>Between 3:30 &amp; 5:00 p.m.</b></p> <ul style="list-style-type: none"> <li>- call the Service Desk @ 2116. Up until 5:00 in the evening (M-F), messages on 2116 will be returned by IET.</li> <li>- Leave a message for Debbie or Ruth so they can follow-up.</li> </ul> <p><b>Between 5:00 and close</b></p> <ul style="list-style-type: none"> <li>- leave a message for Debbie or Ruth and they will report the problem to the Service Desk in the morning.</li> </ul> <p><b>On Weekends</b></p> <ul style="list-style-type: none"> <li>- call the Service Desk at 2116 and leave a message.</li> <li>- Leave a Message for Debbie or Ruth so they can follow up</li> </ul>	<ul style="list-style-type: none"> <li>- Recording only at 2116 (#1)</li> <li>- for Debbie and Ruth, program you were using and specific problem</li> </ul>
<b>THE SERVICE DESK AND CRITICAL OUTAGES</b>		
<p>IET has a Service Level Agreement which you can view at <a href="http://kwantlen.ca/iet/about/default_SLA.html">http://kwantlen.ca/iet/about/default_SLA.html</a>. If it is after 5 or on the weekends and you feel an incident requires immediate attention, make sure to select the 'critical' option on the phone tree at 2116. An IET manager will be paged after hours so make sure to leave a call back local so they can get in touch with you. Check the link above to determine the priority and level of problem you are about to report (i.e. network going down is critical; one computer not working is not).</p>		
<p>The Service Desk hours vary depending on the time of the semester. Please check their web page at <a href="http://kwantlen.ca/iet.html">http://kwantlen.ca/iet.html</a> for hours. If you need to log an incident, use Internet Explorer only at <a href="http://atlas.kwantlen.ca/ietweb/">http://atlas.kwantlen.ca/ietweb/</a> - choose the grey "log an incident" link from the left side.</p>		
<b>Information Desk</b>		
<p><b>Printers at the info desks require service</b></p>	<p><b>During all open hours:</b></p> <ul style="list-style-type: none"> <li>- contact the Supervisor for toner</li> <li>- for all other problems call Debbie or Ruth &amp; leave a message</li> <li>- place out of order sign on printer to show that it has been reported. Re-direct print jobs to printers in workroom.</li> <li>- do NOT leave a job for IET for info desk incidents as they are not considered critical and will be dealt with asap by Debbie or Ruth.</li> </ul>	<ul style="list-style-type: none"> <li>- which campus you are at &amp; the specific printer</li> <li>- specific problem</li> <li>- script from error messages if available</li> <li>- is problem affecting all programs or just certain programs?</li> </ul>
<p><b>Station at the info desk requires service</b></p>	<p><b>Between 7:30 a.m. - 3:30 p.m.</b></p> <ul style="list-style-type: none"> <li>- call Debbie or Ruth. If they are unavailable, please call the Service Desk directly at 2116.</li> </ul> <p><b>Between 3:30 &amp; 5:00 p.m.</b></p> <ul style="list-style-type: none"> <li>- call the Service Desk @ 2116. Up until 5:00 in the evenings, messages on 2116 will be returned by IET.</li> </ul> <p><b>Between 5:00 and close</b></p> <ul style="list-style-type: none"> <li>- leave a message for Debbie or Ruth and they will report the problem to the Service Desk in the morning.</li> </ul> <p>- <b>If the problem is not fixed by the time your shift ends</b>, leave a message for Debbie and Ruth letting them know the status of the problem and whether you reported it to the Service Desk so they can follow up.</p>	<ul style="list-style-type: none"> <li>- specific PC you are at</li> <li>- specific problem</li> <li>- script from any error messages</li> <li>- specific program if only affecting one</li> </ul>
<b>OPAC Area</b>		
<p><b>Opac stations or CD ROM station require service</b></p>	<p><b>All open hours:</b></p> <ul style="list-style-type: none"> <li>- leave a message for campus AVT's and they will report the problem.</li> <li>- place an out of order sign on the station.</li> </ul>	<ul style="list-style-type: none"> <li>- which campus you are at</li> <li>- specific problem</li> <li>- script from error messages if available</li> <li>- problem affecting all programs or just certain programs?</li> </ul>

Problem	Who to Call	Information required
<b>Learning Labs</b>		
<b>Learning lab station requires service</b>	<p><b>Librarians are considered the first line of defense in the labs. However, AV Technicians are responsible for reporting problems in the Learning Labs and should be called up at any time for assistance.</b></p> <p>- If AVT's are not available, leave a message for the AV Technician on the AV counter phone and refer students other printer.</p> <p>Surrey - 2216 Langley - 3209 Richmond - 2582</p>	<ul style="list-style-type: none"> <li>- specific problem</li> <li>- script from any error messages</li> <li>- station number if it is a PC</li> </ul>
<b>Instructor Station in the Learning Lab requires service</b>	<p>Immediately report this to the AV Technicians. Assuming that you have a class scheduled, this should be considered a <b>priority 1</b> job and a call to the Service Desk should be initiated immediately.</p> <p><b>Between 8:00 and 5:00</b></p> <ul style="list-style-type: none"> <li>- An SST will be sent to deal with the problem if the AVT's cannot resolve it.</li> </ul> <p><b>After 5:00 p.m.</b></p> <ul style="list-style-type: none"> <li>- leave a message for the AVT's on the AV counter phones; the AVT should report this as a high priority job immediately the next morning.</li> </ul> <p>Surrey - 2216 Langley - 3209 Richmond – 3350</p>	<ul style="list-style-type: none"> <li>- exact problem</li> <li>- script from any error messages</li> <li>- specify that it is the Instructor station</li> </ul>
<b>Office Workstations</b>		
<b>Station in your office is not working</b>	<p><b>Between 7:30 a.m. - 3:30 p.m.</b></p> <ul style="list-style-type: none"> <li>- call Debbie or Ruth. If they are both unavailable, please call the Service Desk directly at 2116.</li> <li>- Leave a Message for Debbie or Ruth so they can follow up</li> </ul> <p><b>Between 3:30 &amp; 5:00 p.m.</b></p> <ul style="list-style-type: none"> <li>- call the Service Desk @ 2116. Up until 5:00 in the evenings, messages on 2116 will be returned by IET.</li> <li>- Leave a Message for Debbie or Ruth so they can follow up</li> </ul> <p><b>Between 5:00 and close</b></p> <ul style="list-style-type: none"> <li>- leave a message for Debbie or Ruth and they will report the problem to the Service Desk in the morning.</li> </ul>	<ul style="list-style-type: none"> <li>- specific program if only affecting one</li> <li>- specific problem if it is general</li> <li>- script from any error messages</li> </ul>
<b>Wyse Stations</b>	<b>Presently, please report problems by email to GCTHelp or call Mandeep at 3297.</b>	
<b>Web Page</b>		
<b>Article indexes, Journals at Kwantlen databases, Room bookings</b>	<p><b>All open hours including Weekends:</b></p> <p><b>Call Systems &amp; Web Librarian</b></p> <ul style="list-style-type: none"> <li>- If unavailable, try the service desk and check status to see if it's a system wide problem. Speak with SST if required.</li> </ul> <p>Problems reported on weekends will be dealt with on the following Monday.</p>	<ul style="list-style-type: none"> <li>- specific databases where error occurred</li> <li>- script from any error message you received</li> <li>- specific problem if no error message is appearing</li> </ul>
<b>Web in general – when the problem goes beyond the article indexes.</b>	<p><b>All open hours including Weekends</b></p> <p>Treat as a Network/System Wide problem – see first row on this sheet for reporting.</p>	
<b>Study Room Bookings or Sirsi (including WebCat and Workflows)</b>	<p><b>Between 7:30 a.m. - 3:30 p.m.</b></p> <ul style="list-style-type: none"> <li>- call Debbie or Ruth. If they are both unavailable, please call the Service Desk directly at 2116.</li> <li>- Leave a message for Debbie or Ruth so they can follow up</li> </ul> <p><b>Between 3:30 p.m. and close &amp; Weekends</b></p> <ul style="list-style-type: none"> <li>- call the Service Desk @ 2116.</li> <li>- Leave a message for Debbie or Ruth so they can follow up.</li> </ul>	<ul style="list-style-type: none"> <li>- module where error occurred</li> <li>- specific error message</li> <li>- specific problem if no error message is appearing</li> </ul>
<b>Photocopiers, Microform Reader/Printers</b>		
<b>Photocopiers/ Printers</b>	<ul style="list-style-type: none"> <li>- Tell the Serials technician at your campus if they are available:</li> <li>- If the Serials technician is not there, contact their back-up or leave them a vmail and place an out of order sign on the equipment.</li> </ul>	- specific problem
<b>Microform Reader/Printers</b>	<ul style="list-style-type: none"> <li>- contact the Serials technician at L and S and AV Techs at R</li> <li>- If they are unavailable, contact their back-up or report the problem and leave an out of order sign on the equipment.</li> </ul>	
<p><b>Library Resource Technicians and AV Technicians will let all affected employees know when there is a problem in the learning lab, opac area, info desk and checkout area that has been reported either by way of an Out of Order sign, or through email.</b></p>		