Information Technology Using Self Service Website

In an effort to provide better service to our users, Farnsworth IT is implementing a Self Service Work Order entry system.

Since IT uses Track-It! for all asset and work order tracking, having users enter their own work orders provides the following benefits:

- Saves IT staff time (*entering tickets manually*)
- Keeps all work order requests in a central repository (*emails, voicemails, and ‘walk-up’ requests can easily get lost in the shuffle*)
- Provides status tracking for end users (*what has been done regarding my ticket?*)

**Entering A New Work Order**

1. Click the IT HelpDesk icon on your desktop or open Internet Explorer and point your browser to [http://helpdesk.f-w.com](http://helpdesk.f-w.com)
2. Click on the “Self Service Website” link.

3. The system will automatically log you in, and provide the following home screen:
4. Click on “Add Work Order” in the left sidebar

5. You are presented with the following screen and your callback and asset info are automatically filled in.
6. Fill in the Work Order form using the following guidelines: (Fields with an asterisk are required)

**Summary***: Enter a brief, one line description of your issue. This will be displayed to IT on their main Work Order screen, so don’t be too general. (“CAD Crashes when Inserting XRef” is better than “Computer crashes”)

**Call Back Number**: This field is automatically populated. If it’s incorrect, let IT know.

**Asset ID**: This field is automatically populated. If you have more than one asset under your name, use the drop down menu to specify which item is having the issue (if known, otherwise leave at the default).

**Priority***: Select a priority for the work order from the dropdown menu, using the following guidelines:

- **6 – Project** – Proactive items, or “to-do” items
  - Example: “Need additional network jacks in conference room”
- **5 – Low** – Only affecting one user, normally a slight annoyance issue
  - Example: “Right mouse button sticks”
- **4 – Medium** – Only affecting one user, an issue that impedes work
  - Example: “Screen occasionally goes blank while in CAD”
- **3 – High** – Affecting one user, but completely unable to work
  - Example: “Computer shuts down after being on for 5 minutes”
- **2 – Urgent** – Affecting more than one user, either a group or office outage
  - Example: “All phones in office dead”
- **1 – Critical** – Affecting more than one user, a company-wide issue/outage
  - Example: “Websuite Server down for all offices”

*Note*: If an issue is affecting the ability to meet a project deadline, it may be assigned a higher-level category by the user.

**Type***: Use this dropdown to select the category your work order most closely falls into.

**Subtype**: If known, select the subtype that’s most applicable. Not required.

**Category**: If known, select the category that’s most applicable. Not required.

**Description***: Enter a detailed description of your issue or request here. Be as specific as possible regarding details surrounding the issue if making a repair or software issue request.

**Attachment**: If you have any pertinent screen shots or files you would like to submit for review with your work order, click on the Browse button, and select your file(s).

When your form is complete, press the **Submit** button.
7. After you press **Submit**, you will be presented with the following Confirmation screen.

**What happens next?**

The Track-It system will notify the appropriate IT Staff using department-defined criteria, or notify the entire IT staff if necessary. Once your order is in the system, it may be re-assigned to a different technician depending on locale, priority, or type of request.
Reviewing, Modifying, Closing Existing Work Orders

1. If you wish to review, add to, or close any of your open work orders, return to the Self Service site, (Steps 1-3) and click on Manage your Work Order Requests.

2. Here, you can view, and click on your current open Work Orders.
3. In each Work Order, you can either Close it, or Add more notes to the description. Additionally, you can view any notes IT enters as the ticket progresses through the system.

As the Self Service system becomes utilized company-wide, IT response time and ticket turn-around will improve and timely communication between end-user staff and the IT department will follow.

While it is our goal for all users to utilize the Self Service feature as much as possible, if for some reason you are unable to access Self Service, you can still use the other methods of contacting the IT Help Desk for any needs that may arise:

    Phone – 10-777 or 309-663-0600 x777
    Email – helpdesk@f-w.com