

**When to call the helpdesk:
1-877-482-3233 Option 1**

- When a desktop, printer, monitor, laptop, tablet computer is defective or broken
- To report an inability to connect to applications/programs or state of Georgia Web sites
- Whenever you receive an error code
- To report erratic system behavior
- To request a Novell or GroupWise password reset
- For assistance with logging in

**When to call Data Management:
Ext. 5225**

- For Avatar access and password resets
- To order a computer, a monitor, a printer
- For access to special drives, folders and programs
- To arrange the installation of desktop, laptop or tablet computers and peripherals, including a local printer or access to a network printer, software for a desktop, laptop or tablet computer
- To arrange the relocation of an entire office or work unit, including desktop computers, and LAN connections, etc., a desktop computer, computer peripherals, including local and network printers
- To request a change to the basic components of a desktop, laptop or tablet computer, such as settings, configurations or additional memory



West Central Georgia Regional Hospital

Data Management
3000 Schatulga Road
Columbus, GA 31907

Phone: 706-568-5225
Or 706-568-5120
E-mail: wgrh@dhr.state.ga.us

*When To Call the
Consolidated
Service Desk and
When to Call Data
Management*



Consolidated Service Desk is a service of the Georgia Technical Authority

www.gta.georgia.gov

Consolidated Service Desk Q & A



During what hours can I reach a Consolidated Service Desk analyst?

The Consolidated Service Desk is available **7 days a week, 24 hours a day.**

What menu options will I hear when I call the Consolidated Service Desk?

For the present, you will be prompted simply to indicate your agency (press 1 for DBHDD), and then you will be connected with an analyst.

What information will the Consolidated Service Desk analyst ask for when I call?

You will be asked for your name, e-mail address and phone number. If you're reporting a hardware issue, you will also be asked to provide the manufacturer, model and serial number of the device (or the IBM asset tag number (green sticker)).

Will the Consolidated Service Desk analyst be able to reset my network and/or GroupWise password?

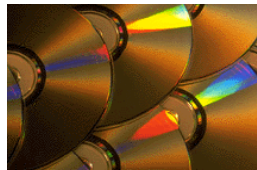
Yes, from Monday-Friday, 7 a.m. to 7 p.m., Eastern Time.

Will system outages be announced on the Consolidated Service Desk line?

When a system outage is identified, a reference to it will be added to the voice menu.

What kinds of problems can I expect the Consolidated Service Desk analysts to be able to resolve?

The analysts will be able to resolve many hardware and networking issues. They will be equipped to answer most usage questions ("How do I...") regarding standard off-the-shelf applications, as well as some issues with non-standard applications.



What should I do if I don't hear back in a timely manner from the Consolidated Service Desk about my open ticket?

Contact the Consolidated Service Desk, reference your ticket # and ask for a Team Lead.

How can I provide feedback about the service I receive?



Customer satisfaction surveys will be sent to randomly selected callers after their problem ticket is closed. Your feedback is welcomed.

Will a technician make use of a remote control tool to diagnose or troubleshoot problems with my PC. Would he/she ask my permission before using the remote control tool?

Yes, a technician would ask permission to use remote control and would ask you to close all confidential documents. Only then would he/she take over your PC.

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If you have any questions, please call Data Management staff at the numbers listed below.

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