

**YMDDIRIEDOLAETH GIG CEREDIGION A CHANOLBARTH CYMRU  
CEREDIGION AND MID WALES NHS TRUST**

**INFORMATION TECHNOLOGY (IT)  
HELPDESK POLICY**

Author	Head of IT	Equality impact	Low
Original Date	September 2003	Equality assessment done	No
This Revision	November 2005		
Next Review Date	November 2008	Review Body	IM&T Steering Group
Approved by	IM&T Steering Group	Policy Number	IMT05
Date of Approval	November 2005	Classification	IM&T

## **Information Technology (IT) Helpdesk Policy**

### **1. Purpose**

The purpose of this policy is to provide a framework for logging IT support calls within the Trust.

### **2. Introduction**

The Trust has agreed standards in how IT Helpdesk calls should be logged, so that these calls are recorded, assigned and prioritized accordingly

This standardisation is essential as it allows the Trust's IT Department to provide a quality service

### **3. Scope**

This policy applies to all employees of the Trust in all locations including the Non-Executive Directors, temporary employees, locums and contracted staff.

### **4. Guidelines for logging an IT Support Call**

The IT Helpdesk is operated within the IT Department and attended to by the departments IT Helpdesk Co-ordinator.

The IT Helpdesk Co-ordinator records all incoming calls and assigns to an available or appropriate technician.

The IT Helpdesk procedures are as follows:

- A call for assistance is received by telephone or E-mail (BGH IT Helpdesk – internal address or [BGH.IT@ceredigion-tr.wales.nhs.uk](mailto:BGH.IT@ceredigion-tr.wales.nhs.uk) – external address).

Note: All telephone calls must be answered using a Welsh greeting first.

- The person taking the call must input the necessary details into the Helpdesk call logging screen.
- The telephone is not always answered manually so voicemail is in place to take calls. The IT Helpdesk Co-ordinator must record the request before sending an IT Technician to attend a call.
- Calls are prioritised according to importance of system being used. For instance, a call regarding failure to access the Patient Administration System is treated as urgent. The Helpdesk system does give the administrator the ability to mark jobs as urgent or non-urgent. All calls are attended to as soon as possible.

## **5. Prioritisation of calls**

Calls to the IT Helpdesk will be prioritised in the following sequence:

1. Trust network failure
2. Infrastructure system failure
3. Clinical system failure (multi-user)
4. Administration system failure (multi-user)
5. Clinical system failure (single user)
6. Administration system failure (single user)
7. PC, laptop, PDA and printer repairs

All calls will be prioritised according to the current workload of the IT Department at the time of the call.

## **6. Equality**

The Trust recognises the diversity of the local community and those in its employ. Our aim is therefore to provide a safe environment free from discrimination and a place where all individuals are treated fairly, with dignity and appropriately to their need. The Trust recognises that equality impacts on all aspects of its day to day operations and has produced an Equality Policy Statement to reflect this. All policies and procedures are assessed in accordance with the Equality initial screening toolkit, the results for which are monitored centrally.

This policy has undergone the initial screening process in line with the Trust's Race Equality Scheme and has shown a low level of impact.

## **7. Training and awareness**

The requirement of this policy will be brought to the attention of staff via the Trust's induction training programme.

Periodic reminders of this policy will be distributed in line with existing communication channels in the Trust.

A copy of this policy will be available to all staff via the Trust's Intranet web pages.

Awareness of the policy will be raised through Hysbysrwydd and Team Brief.

## **8. Review**

This policy will be reviewed in 3 years time. Earlier review may be required in response to exceptional circumstances, organisational change or relevant changes in legislation or guidance.

## **9. Discipline**

Breaches of this policy will be investigated and may result in the matter being treated as a disciplinary offence under the Trust's disciplinary procedure.