Reflection Paper 2

CYSE 368

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As I get closer to the end of my training, I will talk about here the second part of the journey through my job at the ITS help desk. For the most part in these 50 hours, we have been going through each system and the dos and the don'ts and how to solve issues pertaining to them. We are also continuing to do more scenarios except now, they have been getting more hands on. For instance, our supervisor will give us situations that could happen while working, and we have to follow the procedure to handle that specific situation. It is so we can be familiar with the situations once we are out there by ourselves and most of the tickets coming through are not new to us and need to ask for constant help. The supervisor has also trained us by giving us questions that users may ask and then we must find the answer from outside sources that may not be in our database. The point of that exercise is to show that just because the ITS help desk does not have the straight answer in the database, does not mean that the answer is too far away. Overall, I think that I am handling all the prep work for the job greatly and I feel as though I will do good when it comes time to be on my own. Since ODU merged with EVMC, we have also been learning about some of their systems just in case an EVMC student calls the help desk. The two help desks have been merged together to form a bigger help desk comprised of workers from both institutions. One major point about that is that if they call the help desk number, it is roulette due to the fact that they can get someone from the ODU or the EVMC help desk, it is just a matter of who picks up first. That reason is the reason why we have also been learning about the EVMC's software's just so we do not have to deny people when they are asking about

something EVMC related. The same goes for if someone from ODU calls and they have someone from EVMC on the phone. EVMC has been learning our systems just so they can also assist users and not make them must try to call again to have a chance at getting someone from ODU. The one thing that we have not done too many hands-on activities with would be the phone calls.We have been over the procedure as to how to go about handling calls but we have not done it just yet. Our supervisor said that soon he will start us on password reset phone calls to first see if we can handle that because that will be a good indicator as to if we can handle phone calls. Password resets will be the most common phone call as well, so it allows us to get used to those as well, not to mention it allows us to get our phone etiquette correct. One other phone procedure is the hotline calls, which are immediate calls made by professor in a classroom when they are having issues with something in the classroom at that moment. In a moment like that, when the phone rings, you immediately must pick it up and see what the problem is. If it is a problem that you think you can explain over the phone, you are able to but for the most part you will most likely have to radio in a different department and have them go directly to the classroom and fix the issue. When also dealing with different tickets, sometimes you must send it over to a different department due to the fact that the ITS help desk just does not have the knowledge or resources to fix that specific issue. If you communicate that to the person on the other side and assure them that someone will assist them then there is no issue.