



iSupport

Educational Technology's ever evolving
incident tracking system.

The Two Sides of iSupport

- The customer facing webpage can be referred to as **mySupport**.
- The back-end or tech interface is called the **Rep Desktop**.
- Here are the addresses for these two pages.
- mySupport: <http://ic-ispt/user>
- Rep Desktop: <http://ic-ispt/rep>

mySupport

- Customers interact with iSupport by accessing **mySupport**.
- This is a dedicated webpage we (ET) designed for our specific needs and purposes.
- An shortcut to this site is automatically copied to all staff and non-student **Public** desktop folders using SCCM.
- The website has changed this summer and probably will change slightly throughout the year.
- Push button style menu layout for easy access.
- Conditional data fields based on incident templates guide customers through creating an incident as *accurately as possible.

mySupport

- Here is a quick look at how the page is designed at the time this presentation was created.

The screenshot displays the mySupport web application interface. At the top, there is a navigation bar with a hamburger menu icon on the left and a user profile icon on the right. Below the navigation bar, there are three tabs: "Create a new incident", "Check on all your incidents", and "News".

The main content area is organized into several columns and rows of service categories, each with a list of specific services:

- Software & Applications (Dark Blue):** ActivInspire, FOCUS SIS, Edgenuity, iObservation, Microsoft Office (Outlook, Word, Excel), Pinnacle, Safari Montage, SMART Notebook, TERMS Business Systems, Other Software.
- Computers (Dark Blue):** Desktop Computer, Laptop Computer, Laptop Cart, Printer \ Managed, Printer \ Non Managed, Other Devices.
- WiFi & Network (Orange):** WiFi Issues, Network Drop Issues.
- Accounts & Web Filtering (Red):** Web Filter Request, Staff Account, Student Account.
- Food & Nutritional Services (Green):** Manager Workstation, Service Line Workstation, Food Service Software.
- Instructional Technology (Light Blue):** Promethean Board, SMART Board, Epson Bright Link, Document Camera, Audio Enhancement, Other Data Projector.
- Phone System & Radio (Light Blue):** Desk Phone Issues, Site Phone System Issues, Site Portable Radio, Public Safety Radio, District Cell Phone.

mySupport

- There is a second tab in the mySupport portal called “Check on all your incidents”.
- This tab can be used by the customer to find incident information and status.

The screenshot displays the mySupport portal interface. At the top, there are navigation tabs: "Create a new incident", "Check on all your incidents" (which is selected), and "News". A search bar is visible on the left side. The main content area is titled "All My Incidents" and shows a list of incidents categorized into "Closed (18)" and "In Progress (3)". A table lists the details of the incidents, including their date created, priority, description, and resolution status.

Date Created	Priority	Description	Resolution
9/26/2014 12:22 PM	Medium	Check laptops for power configuration and SCCM client.	completed all
12/19/2014 9:44 AM	Low	Research iPod Touch Activ Engage app.	Done.
12/19/2014 3:27 PM	Medium	HP 600 G1 BIOS configuration fix.	Repaired affected
12/19/2014 3:52 PM	Medium	iSupport meeting to discuss zone changes.	Done.
1/13/2015 2:52 PM	Medium	Please create a work order for a total of 20 OOW	assembled
1/30/2015 3:47 PM	Medium		Finished initial
1/30/2015 3:51 PM	Medium	Maintenance meeting in the board room for federal mediation consultant.	Helped their
1/30/2015 3:53 PM	Medium	Upgrade iSupport from version 12 to 14.	Upgraded server
2/5/2015 2:34 PM	Medium	assist with laptop and desktop prep for FSA testing at JBE	prep completed at
2/6/2015 7:47 AM	Medium	Image two machine at FAWE and upgrade them to Windows 7.	Imaged machines
3/9/2015 3:35 PM	Medium	Setup ipads @ HSE and load apps	Done with this
4/28/2015 10:12 AM	Low	iSupport issue.	Unspecified
4/29/2015 4:11 PM	Medium	Activate these drops at JBE. Thank you.	
4/30/2015 4:01 PM	Medium	isupport is having issues processing email and general sluggishness.	Made changes to
5/01/2015 10:40 AM	Medium	Locate XB computers and replace	Unspecified

mySupport Feedback

- Feel free to create incidents using mySupport to see how the system works and what to expect. The better you know the system the more confident your customers will be with you and the system.
- Our suggestion is to simply enter the word TEST in the description and resolution fields if you are creating test incidents.
- Communicate with your DST about routing, escalation, and any test incidents you create.
- MAKE SUGGESTIONS and REPORT ISSUES! Please let us know what is needed and what isn't working.

Rep Desktop

- We've updated the layout of how incidents are viewed.
- Tier 1 and Tier 2 escalation remains the same.
- Categories have been added and updated.
- More custom data fields have been added.

New Incident View

Incident New View

Save Save And Close Print Delete Font Size Counters Add History Override Data Templates - Pin Add Asset Route - Hierarchy - Sign Categorize Customer - Ad Hoc Approval Previous Next

File Display Actions Navigation

Customer Educational Technology Educational Technology helpdesk@martin.k12.fl.us Ticket Counts 9 Open 0 Suspended 5 Closed 0 Reopened

Number F6MF686483 Description Summer 2015 refresh.

Category Projects Desktop Support Created Date 6/22/2015 2:57:53 PM Modified Date 6/30/2015 7:54:29 AM Resolution Finished deploying new workstations.

Assignee Peter Walentin Priority Medium Status In Progress Author Peter Walentin

Custom Data History Links Attachments Others to Notify Assets

Physical Damage* No Is this a project incident* No Incident Tag* Select

iSupport and E-Mail

- **MCSD Support** is a special account set up for the iSupport system.
- The iSupport system will send messages and process incoming ones using this account.
- Messages sent to this account with a valid incident ID number either in the subject or body of the message will automatically be added to the history of that incident.
- The assignee of that incident will be notified when their incident has been updated in this manner.



iSupport and E-Mail

- Customers with open incidents will be notified when their incident status has been changed to closed.
- A closure notification will include the text entered into the resolution field of the incident.
- This helps our customers follow what is happening with their incident without having to accessing mySupport.
- Messages from iSupport will have a link to the incident in mySupport or the Rep Desktop, depending on whether the message was sent to the customer or Rep.

iSupport and E-Mail

- Here are two examples of links.
- Customer link to mySupport
 - <http://ic-ispt/user/Incident/View/27226>
- Rep link to Rep Desktop
 - <http://ic-ispt/Rep/Incident/Default.aspx?ID=27159>

iSupport Work History

- Make sure to enter your work history.
 - This helps avoid duplication of troubleshooting steps.
 - Work history is reviewed by other technicians to determine patterns of problems or potential issues.
 - Work history shows communication other technicians may have had with the customer.
 - Incidents are more than a description and a resolution.
 - ET staff can help E1 and E2 students improve troubleshooting skill and efficiency if we see the steps taken to resolve the problem.

Thank You!

