

ITSS HELP DESK PROCEDURE MANUAL

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TERMS OF REFERENCE

This manual has been compiled to assist the Help Desk staff with a documented guide to the procedures & responsibilities of the ITSS Help Desk.

It has been broken down into the following Sections:

- ◆ General Overview:

Generalised details of help desk procedures, and ITSS staff responsibilities

- ◆ Help Desk Procedures:

Operational instructions for procedures carried out by the ITSS Help Desk.

- ◆ Appendices:

Useful information relating to ITSS and University IT issues.

This document was requested by the Support Services Manager, Richard Bright, and written and compiled by the ITSS Help Desk Manager, Ron Wynyard.

The document was completed on Friday 14th May 1999, and is subject to six monthly reviews, to ensure that the policies and procedures documented are accurate.

Acknowledgment

Much of the information compiled in this manual has been provided thanks to the provision of IT related documentation by the ITSS Help Desk and other ITSS support staff.

General Overview

This section provides generalised details of the Help Desk procedures, and ITSS staff responsibilities.

Location Details And Office Hours

Help Desk Location:

ITSS Computer Centre
24 Symonds Street
Private Bag 92019
Auckland

Ph: (09) 373-7599 ext 5100
Fax: (09) 373-7666 or ext 4366
Email: helpdesk@auckland.ac.nz

Hours Of Operation:

◆ ITSS Help Desk Centre

Operating Hours:	7:30am – 5:30pm Monday to Friday
Reception/Dispatch Hours:	9:00am – 4:30pm Monday to Friday

Methods Of Contact

Customers can contact the ITSS Help Desk by using the following mediums:

- ◆ Telephone (09) 373-7599 Ext: 5100

The primary contact method for calls placed by help desk customers.

- ◆ Email helpdesk@auckland.ac.nz

The second most utilised contact method from help desk customers. Quite often used for Email administration request due to the necessity for correct syntax.

- ◆ Paper Mail ITSS Help Desk, City Campus¹

Generally used by external contacts or internal customers returning application forms for IT Services.

- ◆ Personal Visit Location listed on previous page.

Customers who wish to drop off or pick up resources such as Service Request Forms, or Loan-out software generally carry out personal visits.

Reception Duties such as visitor administration and courier retrieval/delivery responsibilities.

- ◆ Fax Mail (09) 373-7016 or ext 4016 for internal contact to Central Help Desk

Primarily used for receiving emergency request for service forms or receiving information from external contacts.

- ◆ Web Pages http://www.auckland.ac.nz/itss/desktop/helpdesk/HD_Home.html

Available to peruse various documentation and information that is provided by the Help Desk. Email requests can also be made from the web pages.

- ◆ Infra-Help Call Tracking System

Calls can be forwarded to the Help Desk Group via the Infra-Help application by various IT staff who have been granted access to this system.

¹ Full postal contact details are listed on the previous page.

Help Desk Responsibilities

The ITSS Help Desk performs a variety of tasks and duties as listed below:

Service Request Administration

The following service request forms are processed and administered by the Help Desk:

- ◆ **Application to Use University Computer Services**

Used for creating, disabling, and modifying passwords on servers administered by ITSS.
Also used for the creation of Email aliases.
- ◆ **Application for Direct Access to the Internet from the University Network**

Used for requesting access to the Internet from a desktop machine.
- ◆ **Application for Dial-in Access to the University Network**

Used for creating dial-in accounts with either internal intranet access or including external Internet access.
- ◆ **Request to Change a Production System Managed by ITSS**

Used by IT Staff to request authorisation to make changes to production systems, servers, and networks managed by ITSS
- ◆ **Request for University Telecommunications Services**

Used for requesting the following telecommunication services:
 1. Telephone Directory Listings
 2. Toll Call Access (National & International)
 3. New Or Movement Of Telephone Extensions
 4. Request for Telephone Equipment (Standard & Screen/Display phones)
- ◆ **Application to use Support Systems**

Used by IT Staff to request accounts on the ITSSNOV1 software server for the following categories listed below:
 1. Infra-Help Call Tracking System
 2. Site Licensed Software Distribution Service
 3. Microsoft Software Purchase/Installation Service

Email Administration

The Help Desk is responsible for looking after the following Email service administration.

- ◆ Email Alias creation, adjustment on Mailhost server

To create or redirect Email aliases as requested through logged calls and processed Application to Use University Computer Services forms².

- ◆ Major-domo mailing list creation and adjustment on Mailhost server

To create mailing lists as requested through logged calls and providing basic support to designated "List Owners". Also, to provide general information in regard to created mailing lists.

- ◆ Email account creation, adjustment, and trouble-shooting on IMAP Postbox server.

To create postbox accounts as requested through logged calls and processed Application to Use University Computer Services forms.

Other Postbox administration duties include:

- I. Changing passwords
- II. Checking account details
- III. Adjusting quota for mail accounts
- IV. Rebuilding of corrupted postbox accounts

Dial-In Service Administration

Account administration for Intranet & Internet access via dial-in services

- ◆ RAC -Dial-in account server (aka ccnops)

Used to create dial-in accounts with appropriate access to the Internet or Intranet only depending on authorisation from users department or faculty. Accounts are created after the processing of the Application for Dial-in Access to the University Network forms.

Other dial-in administration duties include:

- I. Changing passwords
- II. Checking account details
- III. Adjusting Internet or Intranet access via dial-in.

ITSS Reception Duties

The following tasks are the responsibility of the Help Desk in regard to reception duties:

- ◆ Courier arrivals and deliveries

Ensuring that ITSS staff is contacted in regard to any packages and documents delivered for them.

- ◆ Visitor Administration

² Requests for removal of created aliases are forwarded to the Postmaster.

Contacting relevant ITSS staff in regard to any visitors who arrive and/or taking messages from these visitors as necessary.

- ◆ Service Request Maintenance

Ensuring that the Request For Services documentation is up to date and available for pick-up by visitors.

- ◆ SAS, SPSS, and Lynix Loan-Out Service

The sign-out and return service for the statistical applications SPSS, Version 7.5 and 8.0 for Windows, SAS Version 6.11 and 6.12 for Windows and 6.10 for Macintosh systems. The Lynix UNIX operating system is also available for loan.

- ◆ Diskette Supply

The provision of 3.5 floppy diskettes to staff for both PC and Macintosh systems can be obtained from the help desk reception.

- ◆ Service Request and Filing Administration

Ensuring that the Help Desk Service Request Stand is stocked with the appropriate forms, as well as looking after any day to day filing of customer account details.

- ◆ Drop-In Support

Provision of the Help Desk supported services directly from the reception desk including the delivery of Service Request Forms.

Software Support

The ITSS Help Desk provides basic and advanced support for the following applications and services.

If immediate assistance cannot be obtained from the Help Desk, the staff will endeavour to forward their request or query to the most appropriate person or group.

Operating Systems:

◆ Windows 95	Advanced	◆ Windows 98	Basic
◆ Windows NT	Advanced	◆ UNIX Systems	Basic
◆ Novell NetWare	Advanced	◆ Mac OS 7.x	Basic
◆ Mac OS 8	Advanced	-- Dos 6.x	Basic
◆ Windows 3.x	Basic		

MS Office Suite - 95 & 97:

◆ Word	Advanced	◆ Access	Basic
◆ Excel	Advanced	-- Outlook	Basic
◆ PowerPoint	Advanced		

Web Browsers³:

◆ Netscape Navigator 3.x	Advanced
◆ Netscape Communicator 4.x	Advanced
◆ Netscape Navigator 2.x	Basic

Email Applications:

◆ Simeon	Advanced
◆ Pegasus	Basic

Call Tracking Software:

◆ Infra-Help	Advanced
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Telnet Applications:

◆ Win QVT	Basic
◆ WS FTP	Basic
◆ Ewen	Basic

Virus Prevention Software:

◆ Norton Anti Virus	Basic
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³ Customers can use Internet Explorer or other web browsing software at their own (or departmental) discretion. However, the Help Desk staff may not be able to provide appropriate assistance.

General Assistance

The following general assistance should be available to all members of The University of Auckland, as well as the general public:

- ◆ General Computing Advice
- ◆ University Services
- ◆ Local IT Support Sections
- ◆ University Web Page Navigation
- ◆ University Resources

General Concepts:

It is not possible for the Help Desk to be able to support all applications, but support officers should have a general concept of the following list:

- ◆ Eudora
- ◆ GroupWise
- ◆ Elm
- ◆ Pine
- ◆ SPSS/SAS
- ◆ PeopleSoft
- ◆ Heat Call Tracking Software
- ◆ Student View
- ◆ Net Account
- ◆ MS Mail
- ◆ MS Front Page
- ◆ MS Publisher
- ◆ MS Scheduler
- ◆ Citrix Winframe

Call Forwarding

Infra-Help is used to log calls solved by the Help Desk. It is also used to forward calls to the appropriate IT specialists when calls cannot be resolved directly at the Help Desk.

Calls can be forwarded to the following groups via Infra-Help⁴.

ITSS Groups:

- ◆ ITSS Data Network Services → Data transmission issues & queries
- ◆ ITSS Desktop Support → Desktop support issues for registry users
- ◆ ITSS Help Desk → 1st Level support for ITSS services
- ◆ ITSS Ed.Tech → NetAccount Administration
- ◆ ITSS Kevin & Mark → Novell Administration for ITSS services
- ◆ ITSS Library Systems → Library IT issues & queries
- ◆ ITSS Network Engineering → Network connectivity issues & queries
- ◆ ITSS Operations → Maintenance & backup of supported servers/services
- ◆ ITSS Software Admin → Site licensed software issues & queries
- ◆ ITSS Sys & Prod → Maintenance of production systems
- ◆ ITSS Tamaki → IT support & services for Tamaki Campus issues & queries
- ◆ ITSS Telecoms → Telephony & Voice issues & queries
- ◆ Infra Help → Call tracking technical issues
- ◆ Electronic Campus → IT support & services for Electronic Campus issues & queries

Secondary Groups:

- ◆ Arts Faculty → IT support & services for Arts Faculty issues & queries

⁴ Calls from users that require service from local departmental or faculty groups not within Infra-Help should be directed to the appropriate support people, although with urgent issues we can contact them ourselves via Email.

- ◆ Commerce → IT support & services for Commerce Faculty issues & queries
- ◆ CPD → IT support & services for Centre for Professional Development
- ◆ FinancialPSoft → PeopleSoft issues & queries⁵
- ◆ Maths & Stats → IT support & services for Mathematics & Statistics department
- ◆ Med School → Calls are no longer directed to this group⁶
- ◆ PsoftTechSupport → PeopleSoft Technical Support Group⁷
- ◆ SOAPP – Architecture → IT support & services for Architecture & Property/Planning
- ◆ SRS Help Desk → IT support & services for Student Record Services

Supported Clientele

The following table gives detail as to which registries, departments, and faculties the Help Desk supports and what level of assistance is provided.

Support Level	Supported Clientele	Services Provided
Primary Support	Academic Registry Audio Visual Centre for Professional Development Electronic Campus Faculty of Science ⁸ Human Resources ITSS Library PeopleSoft Property Services Registry Recreation Centre Research Office Student Affairs Student Learning Centre Tamaki Campus Vice Chancellor's Office ⁹	<ul style="list-style-type: none"> ◆ Desktop Hardware and software support ◆ Software and hardware support for networks, and systems maintained by ITSS ◆ Service Request Administration ◆ Dial-in and Simeon Configuration assistance ◆ Call taking and follow-up on assigned requests and queries ◆ General local knowledge support
Secondary Support	Architecture & Property Planning ¹⁰ Commerce Computing ¹¹ Faculty of Arts ¹² Mathematics & Statistics Student Resource Services	<ul style="list-style-type: none"> ◆ Software and hardware support for networks, and systems maintained by ITSS ◆ Service Request Administration ◆ Dial-in and Simeon Configuration assistance ◆ Call taking and follow-up on assigned requests and queries ◆ General local knowledge support
ITSS Services Only	General & Academic Staff Sponsored Post Graduates	<ul style="list-style-type: none"> ◆ Support for networks and systems maintained by ITSS ◆ Service Request Administration ◆ Dial-in and Simeon Configuration assistance ◆ Call taking and follow-up for ITSS

⁵ All PeopleSoft issues are currently directed here with the exception of HR PeopleSoft issues, which are forwarded directly to Support Officer Jason Nichol

⁶ Users are referred to Linda Stubbs, Medical School Divisional Support Manager on ext 8376

⁷ Calls are generally logged to this group by FinancialPSoft group or Jason Nichol

⁸ Faculty Office only.

⁹ 10 minutes for initial response, 1 hour for 2nd level support, 24-hour resolution expected.

¹⁰ Includes ELAM School of Fine Arts

¹¹ Includes Faculty of Business & Economics, Executive Programmes

¹² Includes Continuing Education.

		services ◆ General local knowledge support
General Assistance	Students General Public	◆ General local knowledge support

In-House Help Desk Duties

Help Desk has a variety of in-house tasks and duties that need to be carried out. An overview of these issues are listed below:

Call Taking & 1st Level Resolution:

- ◆ Calls are received and logged into Infra-Help via a number of communication methods. It is the Help Desk staffs responsibility to attempt to resolve any issues or refer on to IT specialists within ITSS and the University for completion if a solution cannot be obtained within a reasonable timeframe.

Statistics:

- ◆ Help Desk staff should be able to produce relevant statistics on request by the Help Desk Manager or ITSS managerial staff.

Office Safety:

- ◆ Staff should ensure that the Help Desk office environment is non-hazardous as stipulated in the Health & Safety Regulations manual for the University of Auckland.

Office Security:

- ◆ Ensuring that data and Help Desk systems are sufficiently protected from security breaches.

Leave Requests:

- ◆ All leave requests are provided to the Help Desk Manager within a reasonable amount of time.

Staff Inductions:

- ◆ Current staff may be required to assist new staff to become proficient in their new role.

Personal Projects:

- ◆ Personal projects may be request to help enhance Help Desk operations.

Stationery Administration:

- ◆ All staff is required to ensure that the Help Desk office has sufficient stationery for operational use.

ITSS Information Centre:

- ◆ To record or provide relevant information regarding ITSS operational procedures.

Help Desk Procedures

Rostered Office Hours

- ◆ Shifts will be rostered by the Help Desk Manager or the Support Services Manager accordingly.
- ◆ Staff who cannot work their rostered shifts should notify the Help Desk Manager or the Support Services Manager as soon as possible. If for any reason these people are unavailable, a message should be left with the Help Desk staff¹³.
- ◆ Help desk staff based upon the number of officers available will carry out the following rostered shifts.

	Hours	Lunch	Morning Tea	Afternoon Tea
Shift 1	7:30am – 4:00pm	12:00am – 1:00pm	9:45	2:30
Shift 2	8:00am – 4:30pm	12:30am – 1:30pm	10:15	3:00
Shift 3	8:30am – 5:00pm	1:00am – 2:00pm	10:45	3:30
Shift 4	9:00am – 5:30pm	1:30am – 2:30pm	11:15	4:00

Under-Staffed Shifts:

- ◆ If the Help Desk is operating without a full compliment of staff, the following shifts should be filled in the order specified below.
 1. Shift 2 8:00am – 4:30pm
 2. Shift 3 8:30am – 5:00pm
 3. Shift 1 7:30am – 4:00pm
 4. Shift 4 9:00am – 5:30pm

Lunch and Coffee Breaks:

- ◆ Lunch and coffee breaks can be adjusted if required, provided these changes have been discussed with either the Help Desk Manager or the Support Services Manager. If these people are unavailable, then negotiation with other working staff to cover the time can be arranged.
- ◆ Lunch breaks are an hour long and should be taken as directed unless arrangements have been made with the Help Desk Manager.
- ◆ Coffee breaks are fifteen minutes long and should also be taken as directed unless other arrangements have been made.

¹³ Joy Gilchrist is our administration manager, and needs to be eventually notified for all absences lasting more than one day.

Methods of Contact

Telephone

Help Desk Phone Numbers

The following numbers are internal to The University of Auckland, and require external callers to first dial (09) 373-7599 followed by the appropriate extension, or (09) 373-7999 to contact the University telephonists for assistance.

- ◆ Primary Help Desk Number: ext 5100

This number will randomly assign the phone call to an individual member of the Help Desk hunt group. All Help Desk call takers have their phone extension placed in this group.

Any member of the hunt group can pick-up a call directed to another phone in the group by pressing '22' on their phone keypads to access the group pick-up service.

Dialling ext 5599 and activating the voicemail services can retrieve voicemail for extension 5100. All members of the Help Desk hunt group have rights to do this.

- ◆ Emergency Help Desk Back-door Number: ext 4688

This number will automatically ring on all phones that are associated with the Help Desk hunt group, even if they are diverted.

The number is used for emergency calls by various IT staff when necessary.

- ◆ The Help Desk Hunt Group

All Help Desk phones have been placed into the hunt group to enable random transfers of incoming calls, providing access to group pick-up and group voicemail.

The table below gives detail as to what numbers are currently in the hunt group.

Ownership	Extension
Help Desk Manager: Ron Wynyard ¹⁴	4775
Reception Desk: Office Use	8799
Support Officer: Bernadette Mooney	8924
Support Officer: Nicola Walden	5786
Support Officer: Shannon Blaymires	2333
Support Officer: Yohan Gunasegaram	6790

Response Procedures

- ◆ At least one of the Help Desk phones will be available to receive in-coming calls during operation hours unless special circumstances dictate otherwise¹⁵.

¹⁴ Although a member of the hunt group, this phone does not have ext 5100 calls randomly transferred to it. It can however be accessed by group pick-up and retrieve Help Desk voicemail.

¹⁵ Such as fire drills and important meetings that cannot be interrupted.

- ◆ Help Desk staff should endeavour to answer calls on the 3rd ring whenever possible.
 - ◆ No more than five to ten minutes should be assigned to an initial call. If a solution can not be found in this time, ensure that you have taken the relevant details to either call back later once you have found a solution, or forward the call to 2nd level support staff.
 - ◆ Voicemail should be checked regularly to ensure that nobody has been missed. Normally the voicemail light flashes on the phone to indicate a message has been left. However, the warning light is sometimes delayed or inactive, and a random check as time permits ensures whether or not there are calls waiting.
 - ◆ All calls received to ext 5100 during operating hours should be responded to within twenty minutes.
-

Email

The second most utilised contact method from help desk customers. Quite often used for Email administration requests due to the necessity for correct syntax.

Help Desk Email Addresses

- ◆ Primary Email Address: `helpdesk@auckland.ac.nz`

This address is pointed to the Postbox account 'helpdesk' This account requires password access to use.

Calls requesting adjustments to Email aliases and IP addresses, must apply via Email¹⁶ to ensure that we have documented instructions of the request.

It is generally prudent to only have one support officer administering the Help Desk Email account at one time. This avoids confusion as to who is working on what message at the same time.

- ◆ Help Desk Email List: `itss-help@auckland.ac.nz`

This mail list has all staff members of the Help Desk team in it. It is used for sending Email to the all group members, rather than having to send a message to each individual.

Useful messages that come from the primary Help Desk Email account should be forwarded to this mail list to ensure that all staff receives relevant updates of information as required.

Response Procedures

- ◆ All calls that are sent to `helpdesk@auckland.ac.nz` during operating hours should be responded to within twenty minutes.
- ◆ Unless identified as an urgent request, adjustments to Email aliases are considered 2nd priority to other Emailed queries. They have a turn over period of 24 hours during the working week.

All calls from customers should be acknowledged with a return Email stating the resolution, or current state of play with their request. It is recommended to quote the log number of the call within this message for reference.

¹⁶ Or some other written method for documentation purposes.

These replies should have the initial call content within the message. This provides the Help Desk with a method of recording the call & its initial response together¹⁷.

Paper Mail

Generally used by external contacts or internal customers returning application forms for IT services.

The Help Desk Mail Run

- ◆ A designated Help Desk staff member collects the mail twice a day. Once in the morning, and again in the afternoon.
 - Morning Run: Between 10:00am – 11:30am
 - Afternoon Run: Between 2:00pm – 3:30pm
 - ◆ During these collections, the blue book used for Service Request Administration is taken to record any details for forms that can be passed on in the mail-room directly.
 - ◆ Any mail that is in the Help Desk's 'Out' tray is taken down to the mail room and either placed in the appropriate ITSS pigeonhole, or put into the mailbag for further processing.
-

Fax Mail

Primarily used for receiving urgent Service Request forms, or information from external contacts.

- ◆ Fax messages are sent to the following numbers:
 - City Campus external number (09) 373-7016
 - City Campus internal number ext 4016
 - ◆ Received fax messages are picked up during the Help Desk mail runs stated above.
 - ◆ To send a fax, Help Desk staff use the one available in the Telephony Operators office next door.
-

Personal Visit

Customers who wish to drop off or pick up resources such as Service Request forms, or loan-out software are the most common visitors to the Help Desk¹⁸.

Visiting Hours

- ◆ City Campus Doors are open between 9:00am – 4:30pm¹⁹

¹⁷ All replies of calls have copies saved to the 'sent-mail' folder.

¹⁸ Although reception duties may bring other clientele to the Help Desk reception area.

¹⁹ Due to this reason, it is important that the Help Desk is staffed during this period by at least one Support Officer.

Web Pages

A web site is available for customers to peruse various documentation and information in relation to the Help Desk's services.

- ◆ URL Address: [http://www.auckland.ac.nz/itss/desktop/Help Desk/HD_Home.html](http://www.auckland.ac.nz/itss/desktop/Help%20Desk/HD_Home.html)
 - ◆ Email can be sent to the Help Desk via links from these pages.
 - ◆ It is also envisaged that in the future, these pages will be re-assessed and updated to provide better publicity and support to the services provided by the Help Desk.
-

Infra-Help Call Tracking System

Calls can be forwarded to the Help Desk group via the Infra-Help application by various IT staff who have been granted access to this system.

For statistical purposes, Help Desk staff endeavour to log all the calls they receive into the Infra-Help system²⁰. Calls that are not resolved immediately can be forwarded to 2nd level support staff, or deferred until they can be re-examined at a more suitable time.

Refer to the '*Infra-Help User Manual*' for more detailed instructions.

Gathering Relevant Information

- ◆ Enter Client Details

Gather information on the client such as, their name, phone extension, department, Email address, ID number, location, and UPI.

If the customer is listed in the University Corporate Database (CorpDB), the information mentioned above will generally be auto-filled after one identification field is entered.

- ◆ Enter Problem Details

Gather as much relevant information as possible. This will assist 2nd level support if the call is assigned to them and perhaps save them the necessity of contacting the user again for the information. Repetition and experience, will help identify the various details and questions required for the myriad of questions and queries that come through the Help Desk.

It is suggested that a brief sentence that describes the problem is used at the beginning of the problem description field (ie Mac cannot print to networked Registry Printer). This enables 2nd level support staff to get a brief overview of the problem at a glance.

²⁰ Currently, all calls should be logged into Infra-Help except instantly resolved Email queries. These are recorded manually to combine with the Infra-Help statistics on a monthly basis.

Also include a suitable '*Problem Type*' description and '*Priority Level*' to assist in categorising problems received at the Help Desk, and identifying the urgency level for further support action.

◆ **Enter Your Actions & Solutions**

Enter the advice or action you performed in relation to the query. This can help 2nd level support staff identify what has already been done, and perhaps provide a solution to a particular problem that can be referred to again at a later date.

◆ **Close or Refer Call As Necessary**

Add relevant information and either, close call, or refer it to 2nd level support staff for further follow up.

◆ **Keep Client Informed**

Ensure that you inform the client of what action you are taking and who should be contacting them next (if necessary). It is good to repeat your definition of the problem to the client to ensure that you have understood what is required.

Always provide the customer with the Infra-Help Call Number. This will assist in finding the call details if necessary at a later date.

Call Maintenance

- ◆ Help Desk staff should ensure that calls logged to 2nd level support staff are picked up within a reasonable time frame, especially if the priority is of a high level.

- ◆ Forwarded calls that have not been picked up by another Support Officer will stay on the sending officer's screen until this action has taken place. If a call has not been picked up in an appropriate amount of time, it is the responsibility of the Help Desk Officer to inquire as to what is the current status of the call and what action should be followed.

- ◆ Help Desk staff may also have to follow up on forwarded calls if requested by customers. They should first check the logged call details to see if there is any relevant information to provide.

If not, they should either find the information out directly from the support group that the call was forwarded to, or leave a message for them to contact the customer in regard to their query.

Service Request Administration

These procedures should be followed when dealing with the following Service Request Forms.

Application to Use University Computer Services

Target Turnover Time²¹

- ◆ Novell Account: 1-3 days.
 - ◆ UAITNET Account: 1-2days
 - ◆ Alias and/or other Helpdesk actions: 1-2days

 - ◆ Total: 3-7 working days.
-

Novell Servers Administered By ITSS²²

- ◆ ITSSNOV1
 - ◆ REGNOV1
 - ◆ REGNOV2
 - ◆ CCNOV1
 - ◆ CCNOV2
 - ◆ STACNOV1
 - ◆ CASHNOV1
 - ◆ TMKNOV1
 - ◆ TMKNOV2
 - ◆ TMKNOV3
 - ◆ TMKNOVSUPPORT
-

UAITNET Access

Requests for UAITNET access should be provided for the following:

REGNOV1, REGNOV2, ITSSNOV1, CCNOV1, and CCNOV2 server accounts. Or in fact any staff that are members of the Property Services, Finance, Student Affairs, ITSS, HR, and Academic Registries of the University of Auckland.

Postbox Accounts

When the form has been returned to the Help Desk, Postbox accounts should be created for all users quoted above, even if currently they request their alias to point to server accounts. It is envisaged that at a later date, all supported staff will be shifted to Postbox.

²¹ Working days since form is received until when all the requests on the form are actioned

²² NT servers administered by ITSS are currently application servers only, although access to the UAITNET domain is a necessity for the REGNOV1, REGNOV2, ITSSNOV1, CCNOV1, and CCNOV2 servers. Administration and access to NT servers is currently handled by Desktop Support.

Responsibilities

- ◆ Verification of Signatures for this form is the responsibility of Helpdesk, and as with any service application form, this should be signed off after verification²³.
 - ◆ If the user insists that the signatory has changed ring the Old Signatory or the New Signatory to confirm the changes and then dispatch the Signing Authority form. Indicate that future requests for service will not be actioned until the new signatures are on record²⁴.
 - ◆ If Forms for the Medical School are received they should be sent back to Graham Keane (Medical School Network Administrator) via the Internal Mail system. The normal procedure for the Medical School is that Graham creates these accounts and then sends Email to Helpdesk to create the aliases. The same is true for the Arts faculty. These forms should be sent to Arts Helpdesk, Arts faculty. Only accounts for Fine Arts, Asian Languages and Literature are processed by ITSS.
 - ◆ If the servers are other than the above (eg: ANTNOVX, PSYCHX, SBSNOVX, ENGNVX, EDUNOVX, etc.) they should be sent to the departmental or faculty administrator for that particular server.
 - ◆ Comment sign and date any portion of the form that was actioned by you, as this would aid others in the team.
-

²³ The Help Desk has a list of authorised signatories in a large black binder titled 'Signatories'.

²⁴ Without having to personally contact the signatory to verify authorisation.

Process Procedures

1. If the form has been dropped in directly to the Help Desk, ascertain if form has been correctly and completely filled in while the user is present. Return the form directly if any shortcomings are noted.
 2. If the form is correct, note in the Blue Log²⁵ and place in the 'Out' Tray to be sent to Kevin Lai & Mark Bonos (ITSS NetWare Administrators). If the form requires only helpdesk action for Email administration, place it in the 'To Do' Tray, after entering it into the Blue Log²⁶.
 3. Forms collected from the mailroom should be checked for completeness (except for verification of signatures) while there, and noted in the Blue Log. Leave a blank box in the 'Check' field if the form has to come back to helpdesk²⁷.
 4. If the form is incomplete, send it back noting it in the Blue log with an Incomplete Service Application form accentuating the areas of insufficiency²⁸. Place verified forms in the 'Kevin Lai /Mark Bonos' pigeonhole if a Novell login account is requested.
 5. If the user requires access to the UAITNET domain²⁹, log an Infra-help call to desktop support noting the call number on the right hand side of the Service Request form. The following information should be placed into the body of the call:

*'UAITNET account requested. ID #: 1234567, UPI: jblo001, Password: ***** (if unique password has been requested) Department: (same dept as person authorizing the form) Kindly inform the user and 'any other person' on Ext**** when the account has been created.'*
 6. Create a Postbox account if required. (Users in Finance Registry must be given a postbox account)
 7. Create an alias and point it to the source Email account server as required.
 8. Test the Email alias by sending a test message to the appropriate address, and then inform the user by phone, mentioning that the UAITNET login account will be created by desktop support and that they will inform the user once this has been actioned.
 9. File the application form in our filing cabinet, in alphabetical order!
-

²⁵ 'S' is code used for 'Form' field & K/M is code for 'Destination' field. The Help Desk dates the 'Check' field once the form has returned for Email administration.

²⁶ Ensuring check box is ticked, as no further action from external parties is required.

²⁷ A date can be entered into this box once the form has returned to the Help Desk.

²⁸ Use 'ISA' code in the 'Destination' field

²⁹ REGNOV1, REGNOV2, ITSSNOV1, CCNOV1, and CCNOV2 server accounts. Or any staff that are members of the Property Services, Finance, Student Affairs, ITSS, HR, and Academic Registries of the University.

Request for Telecommunications Services

Target Turnover Time³⁰

- ◆ Entry of details into University Directory: 1-7 days.
 - ◆ New extension /move existing extensions: 8 days.
 - ◆ New voicemail set-up : 5 days
 - ◆ PIN change on voicemail: 2 days.
 - ◆ Faults: 24 hours.
-

Responsibilities

- ◆ Do not divulge telecommunication-staffing shortages if queried by clientele about delays. Rather say it will be attended too as soon as possible.
 - ◆ We do not log any receipt of these forms in our Blue log.
-

Process Procedures

1. Ascertain if there is any service requested on the form.
2. If there is no service request, and the form only contains information to be added to the telephony database, the form will be placed in the pigeon-hole for Margaret Rizzi (Telephony Supervisor) when Help Desk staff make their next visit to the mailroom.
3. All telecommunication forms that request a service of some sort are placed in the mailroom pigeonhole for John Henry. This is done even if the form also has information that is to be added to the telephony database system³¹

³⁰ Working days since form is received until when all the requests on the form are actioned

³¹ The Telecommunications team will pass this form on accordingly themselves.

Application for Direct Access to the Internet from the University Network

Target Turnover Time³²

- ◆ Accurately filled in form: 1-2 days.
-

Responsibility

- ◆ Verification of signature for this form is done by DNS, as it is filed within their department.
-

Process Procedures

1. If the form has been dropped in directly to the Help Desk, ascertain if form has been correctly and completely filled in while the user is present. Return the form directly if any shortcomings are noted³³.
2. Forms collected from the mailroom should be checked for completeness while there, and noted in the Blue Log. If the form is correct, place in the pigeonhole for Mark Bradley (Data Network Services).
3. If the form is incomplete, send it back noting it in the Blue log with an Incomplete Service Application form accentuating the areas of insufficiency³⁴.

³² Working days since form is received until when all the requests on the form are actioned

³³ Signature authorisation is not required with this form, although a valid IP address is.

³⁴ Use 'ISA' code in the 'Destination' field

Application to Use Support Systems

Target Turnover Time³⁵

- ◆ Infra-Help or Heat accounts: 1-2 days.
 - ◆ Other Software requests: 1-3 days
-

Responsibilities

- ◆ Software access requests are the responsibility of Anne Harvey-Williams (Software Administration Supervisor).
 - ◆ Requests for Infra-Help and Heat accounts are the responsibility of the Help Desk Manager³⁶.
 - ◆ If the form is sent initially to the Software Administration team and an Infra-Help or Heat account are requested, they will send a copy of it to the Help Desk stating that an account needs creation.
 - ◆ Sectional and departmental IT Manager are required to sign for authorisation for such requests.
 - ◆ Only local IT Support staff are entitled to apply for access to the software site³⁷. They are also responsible for any support issues that arise from installing software from the archive.
-

Procedures

1. Ascertain if the Form has an Infra-help or Heat account requested. If so, hand over the form to the Help Desk Manager who will process the Call Tracking account accordingly and then pass on the form to the Software Administration team afterwards.
2. If the Help Desk Manager is unavailable, Bernadette Mooney is able to process these forms also.
3. If the Form is requesting software access only, place form in the mailroom pigeonhole for Anne Harvey-Williams.
4. Enter details in the blue logbook³⁸.

³⁵ Working days since form is received until when all the requests on the form are actioned

³⁶ Or the Senior Support Analyst if the Help Desk Manager is absent.

³⁷ Software is maintained on the ITSSNOV1 server.

³⁸ 'Anne HW' in the destination field if sent to Software Administration or 'HD' if the form goes to the Help Desk Manager.

Dial-In Access to the University Network

Target Turnover Time³⁹

- ◆ Accurately filled-in Form: 1-2 days.
-

Responsibilities

- ◆ Verification of Signatures for this form is the responsibility of Helpdesk, and as in any service application form this should be signed off after verification⁴⁰. The form requires the signature in two separate places⁴¹.
 - ◆ If the user insists that the signatory has changed ring the Old Signatory or the New Signatory to confirm the changes and then dispatch the **Signing Authority form**. Indicate that future requests for service will not be actioned until the new signatures are on record⁴².
 - ◆ The 'To Do' tray has forms that are complete with signatures verified and logged into the blue book. Where as, the 'Inbox' Tray is a receptacle only, and forms could be in any stage of processing.
-

Process Procedures

1. If the form has been dropped in directly to the Help Desk, ascertain if form has been correctly and completely filled in while the user is present. Return the form directly if any shortcomings are noted.
2. Forms collected from the mailroom should be checked for completeness (except for verification of signatures) while there, and noted in the Blue Log.
3. If the form is incomplete, send it back noting it in the Blue log with an Incomplete Service Application form accentuating the areas of insufficiency⁴³.
4. Ensure that the user has a University of Auckland alias by checking the alias file. It is ITSS policy that an alias exists prior to creation of the dial-in account as this is used for billing purposes to the users faculty or department.
5. Check if the user exists in the rac.auckland.ac.nz UNIX system.
6. Action the requests by utilizing the Remote Access Maintenance script.
7. Document accordingly, sign off, and date the bottom of the application form.
8. Send the form '**Your Dial in account has been created**' to the user through the internal mail⁴⁴.

³⁹ Working days since form is received until when all the requests on the form are actioned

⁴⁰ The Help Desk has a list of authorised signatories in a large black binder titled 'Signatories'.

⁴¹ The first is for agreement to the creation of a dial-in account. The second is to verify Internet or Intranet access.

⁴² Without having to personally contact the signatory to verify authorisation.

⁴³ Use 'ISA' code in the 'Destination' field.

⁴⁴ For users who require their access details faster, send the details in an Email to their account. It can be considered a potential breach of security to give this information over the phone unless the Help Desk staff member is completely sure who is on the phone.

9. File the application form in our filing cabinet, in alphabetical order!

Request to Change a Production System Managed by ITSS

Target Turnover Time

- ◆ Dependable on time of outage & additional notification to client groups.
-

Responsibilities

- ◆ The initiator of the change should complete Section A and then discuss the change with their Section Manager (Section C) to identify other relevant sections of ITSS (Section D) and the major client groups to be affected.
 - ◆ The initiator is responsible for discussing the change with any relevant ITSS Managers.
 - ◆ The Help Desk Manager should consult with any identified Managers of the major client groups that will be affected⁴⁵.
-

Process Procedures

1. The Help Desk Manager will inform identified Managers of major client groups of the proposed disruption and obtain agreement or disagreement for the outage. If there is a disagreement, the Help Desk Manager will consult with the initiator of the disruption to arrange a time period that is satisfactory for all parties concerned.
2. The Help Desk Manager will sign Section E of the form stating whether the outage can proceed or not.
3. Upon agreement from identified major client groups, the Help Desk Manager will ensure that a 'Network Notification' is posted to the mail list 'networknotices@auckland.ac.nz' providing the relevant details of the outage.
4. The Help Desk Manager will ensure that a call is logged into Infra-Help and forwarded to the initiator of the outage with relevant details included⁴⁶.
5. The logged call number is written into the appropriate field⁴⁷ of the Change Request form and passed onto the ITSS Operations group.
6. Once the outage is completed, the initiator will sign off the form (Section B) and return it to the Help Desk to file.

⁴⁵ If the Help Desk Manager is unavailable, the Senior Help Desk officer can either attempt to contact the Help Desk Manager to see what is next required or pass the form to the Support Services Manager to follow up on accordingly.

⁴⁶ Normally, a copy of the Emailed disruption notice is cut and pasted into the call details.

⁴⁷ Located on the top right hand side of the form.

Examples Of Disruption Notices Sent To Mail List networknotices@auckland.ac.nz

To: networknotices@auckland.ac.nz

Subject: Network Notification: [System that disruption will occur on]

Greetings from the ITSS Help Desk.

SYSTEM: [System(s) affected]

DATE: [Date outage is scheduled for]

TIME: [Time outage is scheduled for]

REASON: [Description & reason for proposed change]

SERVICES AFFECTED:

[Consequences for proposed change]

GROUPS AFFECTED:

[Groups affected by proposed change]

If there are any queries, feel free to contact the ITSS Help Desk on ext 5100.

To: networknotices@auckland.ac.nz

Subject: Network Notification: Repartee voice Processing System

Greetings from the ITSS Help Desk.

SYSTEM: Repartee Voice Processing System

DATE: Wednesday 19th May 99

TIME: 7:00pm - 11:55pm (19:00hrs - 23:55hrs)

REASON:

Software & hardware upgrade to Repartee Voice Processing System to enable y2k compliance

SERVICES AFFECTED:

No incoming calls from outside the University on 373-7999 and 373-7599.
No voicemail services

GROUPS AFFECTED:

All users of phone system.

If there are any queries, feel free to contact the ITSS Help Desk on ext 5100.

Administration Duties

The Help Desk is responsible for looking after the following administrative services:

- ◆ Email Alias creation, adjustment on Mailhost server
 - ◆ Major-domo mailing list creation and adjustment on Mailhost server
 - ◆ Email account creation, adjustment, and trouble-shooting on IMAP Postbox server
 - ◆ Dial-in account creation, adjustment on RAC server
-

Email Alias Administration

At present ITSS does not have a Network Users Database and uses the Email Alias File as a defacto Network Users Database. The first contact ITSS has with most users of the University Network is when they obtain an Email alias. We utilise this process to capture the information we require to assist in managing our clientele.

We capture Name and University ID and alias for use in the Mail Address Books and The University of Auckland's Web Directory.

If they have a desktop machine, their alias will be used as a component of the name of their machine which is stored in the ITSS Name Server, which dynamically translates machine names to their IP numbers and vice versa.

We capture the name of the users mail serve(s) and their user name on the server (mail target) so we can deliver Email correctly. If a user moves to another server or changes their user name, we can re-map the alias and continue to deliver Email addressed to their alias correctly.

We capture the users Department/Section and a charge code so that we know where to direct Network Charges⁴⁸.

The Alias File

The source text which is compiled into the alias file is in four text files residing on the UNIX machine mailhost.auckland.ac.nz

/mail/aliases/auckland	→ Main source of user aliases maintained by Help Desk.
/mail/aliases/misc	→ Miscellaneous aliases source maintained by Help Desk & the postmaster.
/mail/aliases/majordomo	→ Majordomo list server aliases source maintained by the postmaster.
/mail/aliases/system	→ Mail system aliases source maintained by postmaster.

⁴⁸ Network charges are composed from: a) Email use b) ftp traffic c) web usage d) dial-in services
For detailed charging information see <http://www.auckland.ac.nz/itss/Policy/NetworkCharges.html>

Format of Entries

In the main user alias file /mail/aliases/auckland a typical entry is of the following format:

```
#+7456812 Mike User, Physics – City, <m.user>, phy
m.user:          mju@phy.auckland.ac.nz
```

The first line is a comment line

```
#           → Defines line as a comment line
+           → Turns on reverse aliasing (- turns off reverse aliasing)
74556834    → Seven digit University ID number of user requesting alias
Mike User   → Name of user requesting alias
Physics – City → Department/Section to which the user belongs
<m.user>    → Alias enclosed in angle brackets used to associate comment line with its alias line
phy         → Charge code for charging network traffic to Physics – City department
```

The second line is the Email alias line

```
m.user:          → Defines alias m.user@auckland.ac.nz
mju@phy.auckland.ac.nz → Defines the alias target account
```

Notes

◆ Reverse Aliasing

If reverse aliasing is turned on, as in the above example, then mail sent from mju@phy.auckland.ac.nz will appear to have been sent by m.user@auckland.ac.nz not mju@phy.auckland.ac.nz

If multiple aliases point to the same target, only one can be reverse aliased.

◆ University ID Numbers

Inclusion of University ID numbers ensure that we can correctly identify and bill a user, and that the alias will flow on through to the Corporate Database and into The University of Auckland's Web Directory. Help Desk staff must make every effort to capture an ID number at the time the alias is created. Some persons affiliated to, but not employed by the University, will not have ID's at the present time (or a new user has not yet been provided one by HR). In this case it is permissible to use the users date of birth as a temporary ID with leading zero (ie DOB 18 June 1938 corresponds with an ID of 0180638).

It is a common courtesy to inform the postmaster when a birth date has been substituted for an ID number.

◆ Department Names and Associated Charge Codes

The file /mail/aliases/map_dept.pl contains all valid charge codes and valid department/section names in the following format:

```
'acrsec', 'acresec', #21063 Academic Registry-Secretariat
```

```
acrsec           → The first item in single quotes is the charge code
#21063           → The organisation number49
Academic Registry-Secretariat → Department/Section Name
```

⁴⁹ If the record reads #***** then the record is superseded and is not valid in the alias file.

To view the departmental charge code file type:

```
more /mail/aliases/map_dept.pl
```

- ◆ Use Space-bar to scroll forward through file
- ◆ Use B key to scroll backwards through file
- ◆ Use Q key to quit the “more” command and return to UNIX prompt

Administering The Alias File

Help Desk personnel are responsible for maintaining the alias file, and will have their own login accounts assigned on mailhost.auckland.ac.nz with appropriate rights.

Mailhost is a UNIX machine and has a command line user interface as opposed to a GUI⁵⁰. It is beneficial to have a basic UNIX knowledge to interact with the system and the scripts provided for alias administration.

3 Scripts have been provided for Email alias administration:

1. *searchaliases* → Used to find a particular alias or group of aliases
2. *editaliases* → Used to add or delete or modify individual aliases
3. *addaliases* → Used to add numbers of new aliases

Searching For an Alias

To search the alias file type:

```
searchaliases [alias of user]
```

Example `searchaliases b.mooney`

To search for all the smiths type:

```
searchaliases smith | more
```

- ◆ Use Space-bar to scroll forward through file
- ◆ Use B key to scroll backwards through file
- ◆ Use Q key to quit the “more” command and return to UNIX prompt

Adding Or Modifying An Alias Entry

The script *editaliases* will enable you to use the UNIX editor *emacs* to modify the chosen alias source file, and when you exit from the editor, will rebuild the databases used by the mail system.

To prevent overlapping edits by other parties, *editaliases* locks the alias file while you are working in it.

- ◆ *editaliases*

Used to make changes to the main alias source /mail/aliases/auckland

- ◆ *editaliases misc*

⁵⁰ Graphical User Interface

Used to make changes to the miscellaneous aliases source /mail/aliases/misc

Useful <i>emacs</i> Keystrokes	
Key Combinations	Detail
Ctrl + a	Move cursor to the beginning of a line
Ctrl + e	Move cursor to the end of a line
Ctrl + d	Delete character at cursor
Ctrl + k	Deletes from cursor to end of current line
Ctrl + Space-bar	Sets a mark at the current cursor position
Ctrl + w	Cuts text from mark to current cursor position
Ctrl + y	Pastes text from cut buffer at current cursor position
Ctrl + x followed by Ctrl + c	Exit <i>emacs</i> editor
Ctrl + x followed by u	Undo last edit
Ctrl + z	Will suspend the <i>emacs</i> session
fg	Will resume a suspended <i>emacs</i> session

Adding A New Entry

- ◆ Log into mailhost.auckland.ac.nz using a terminal emulation application such as WIN QVT
- ◆ Type in the command: `edit aliases`
- ◆ Create a template
 1. Search for the department by entering Ctrl + s and part of the department name.
 2. Repeat Ctrl + s until you get the right department⁵¹.
 3. Once you find an alias that is for someone in the department of the alias you are about to enter, press Ctrl + a to go to the start of the line.
 4. Ctrl + Space-bar to mark the start of the line, then press the Down-arrow key twice to select both lines of the alias entry.
 5. Ctrl + W to cut text into the cut buffer, and Ctrl + Y to paste the template back.
- ◆ Find where to enter a new alias⁵²
 1. Press Ctrl + s and search on the surname.
 2. Once you work out where to insert the new alias press Ctrl + a to go to the beginning of the line.
 3. Press Ctrl + y to paste the copied template from the cut buffer.
- ◆ Edit the pasted template
 1. Replace the pasted ID number and user name with the new user's details.
 2. Replace the old alias with the new user's assigned alias.
 3. Replace the pasted target account with the new user's target account.
- ◆ Exit and re-compile the alias file
 1. Press Ctrl + x followed by Ctrl + c to exit the *emacs* editor.
 2. Press y key when prompted to save file dialogue.
 3. Select option c (Commit) on prompt to Abort Edit Diff Commit dialogue to make the new alias operational.

⁵¹ Be careful of departments and faculties. "The Education Department" and the "Faculty of Education" are different entities.

⁵² Aliases are entered alphabetically by ALIAS OWNER daemon.

Bulk Adding of New Aliases

Sometimes it is necessary to add many “New” aliases at once, and the script *addaliases* has been provided to do this.

Addaliases locks the alias file while you are working on it to prevent overlapping edits by other parties.

Make sure you have all the information at hand before invoking the script, and in particular you have the ID number and charge code available for each entry.

The script first formats each entry as you enter the data, checks for clashes with existing aliases, and after all the new aliases have been entered, allows you to merge the new entries into the alias file and re-compile the alias database.

- ◆ Log into mailhost.auckland.ac.nz using a terminal emulation application such as WIN QVT
- ◆ Type in the command: `addaliases`
- ◆ Enter new aliases

Enter each alias by supplying ID, Name, Dept Code, Alias, Target, Reverse alias flag, as a comma separated list (eg 7119266, David Ash, dnet, d.ash, davida@mailhost., +).

Note that if the target machine name is followed by a period then the script will append auckland.ac.nz to the machine name (eg davida@mailhost. = davida@mailhost.auckland.ac.nz).

- ◆ Merge aliases into Alias file

After all aliases have been entered and corrected, use the `m` option in the Abort Correct Merge Next dialogue to merge new aliases into alias file and make new aliases operational.

Diverting Mail To Overseas Location

On occasion, staff on sabbatical or training leave may require their Email to be diverted to another location. Such requests for re-direction must be provided to the Help Desk in written form (eg via fax or Email to helpdesk@auckland.ac.nz). The following steps outline the appropriate procedures to administer this.

1. Find the appropriate alias and clarify where the mail alias points (ie what is the source server).
2. Change the mail alias to point to the external Email location mail is to be forwarded to.
3. Remove the reverse aliasing flag. This flag is at the beginning of the comment line (ie change + to -).
4. Send Email to the administrator of the server (Novell or Unix) that the original mail alias pointed to, asking them to auto forward the user’s mail to their alias⁵³.

Removal of Alias Entries

On occasion, requests for an alias to be removed may be logged to the Help Desk. These requests are forwarded directly to the Postmaster to administer and follow up on.

⁵³ It may be important to ascertain whether they wish to have mail forwarded directly or to have a copy left on the server for use when they return.

Establishment of Mailing Lists

To create a mailing list, an account on the mailhost.auckland.ac.nz UNIX server is required. Using a terminal emulation package such as WIN QVT allows access to mailhost.auckland.ac.nz.

To Create A Mailing List

- ◆ Create A List of Subscribers:

This is the Email list of names to be added to the mailing list that you are about to create.

A good methodology to follow is to create the list using MS Word or similar MS Windows based word processor, and cut and paste via Win QVT, cut and paste directly from MS Windows based Email application. The alternative is to enter the Email addresses directly into the template discussed below⁵⁴.

- ◆ Log into mailhost.auckland.ac.nz using a terminal emulation application such as WIN QVT
- ◆ Type in the command:md-mklist

This runs an emacs script that presents a template which when filled in and actioned will create the list. The template is labelled '*Majordomo List Maker*'.

An example of this template is shown below:

```
## Majordomo list maker

List name           = # newlist
List owner          = # alias@auckland.ac.nz
Department code    = # dept
Password            = # password
Description         = # A one line summary
Subscription       = # closed or open
Visibility          = # open or ua or hidden
Subscribers        = # one per alias line

## End of form - - DO NOT REMOVE THIS LINE
```

Note: Anything after a hash '#' sign is a comment and is ignored. You should not change the text before the '=' sign, as the emacs script will not function correctly.

⁵⁴ Ensure that the Email addresses are valid by checking listings given when list is requested or using the alias file as a check.

◆ Fill in the values

Using the template provided, fill in the values as shown in the example below:

```
## Majordomo list maker

List name           = computer-support
List owner          = postmaster@auckland.ac.nz
Department code    = itss
Password           = bigsecret
Description         = A way to contact computer support people...
Subscription       = open
Visibility         = ua
Subscribers        = # one per alias line
a.alias@auckland.ac.nz
b.balias@auckland.ac.nz
c.calias@auckland.ac.nz
## End of form - - DO NOT REMOVE THIS LINE
```

Note:

- ◆ If you have a number of people who should be subscribed to the list, you can put them into the file as shown in the above example. If there are none, you can leave a blank line.
- ◆ For lengthy lists of Email addresses, it may be better to cut and paste directly into template where aliases are shown in the example above.

Field Definitions & Additional Information	
List Name	<ul style="list-style-type: none"> ◆ The name of the list being created. ◆ Do not use upper case characters. ◆ Hyphens can be used to separate words. ie computer-support or itss-infra-help
List Owner	<ul style="list-style-type: none"> ◆ The person responsible for administering the mailing list. ◆ A list of Majordomo administration commands can be obtained by sending Email to majordomo@auckland.ac.nz with the word 'help' in the subject line.
Department Code	<ul style="list-style-type: none"> ◆ The charge code associated with the department or faculty requesting the mailing list for billing purposes. ◆ This charge code is the same as that used in the alias file.
Password	<ul style="list-style-type: none"> ◆ Password used by list owners to administer the mailing list. ◆ The password is stored in plain text. ◆ Don't bother to make it too cryptic.
Description	<ul style="list-style-type: none"> ◆ A one-liner to provide a brief description regarding the use of the mail list.
Subscription	<ul style="list-style-type: none"> ◆ Sets rights as to who can subscribe to the mail list. ◆ Open lists allow anyone to subscribe/unsubscribe. They are used for general University lists such as computer-support. ◆ Closed lists must have the list owner to subscribe/unsubscribe list users.
Visibility	<ul style="list-style-type: none"> ◆ Controls how the list shows up on the list-of-lists. ◆ open lists allow anyone in the world to see them⁵⁵. ◆ ua lists allow only people within The University of Auckland to view them. ◆ closed lists cannot be viewed by those without appropriate Majordomo rights.
Subscribers	<ul style="list-style-type: none"> ◆ Email addresses for all people within the mail list. ◆ Each address is on an individual line as shown in the example previously. ◆ Ensure there is no empty lines between the last subscriber and the end of form comment.

- ◆ Save the file and exit *emacs* Script
 1. Ctrl + X followed by Ctrl + C is used as with the alias file.
 2. A menu will appear prompting for the following options:
(a) Abort (e) Edit (c) Create list Which?
 3. If the list maker does not like what you have put into the file, it will complain with a message. You should press the 'E' key followed by a Return to edit the list accordingly.
 4. Press the 'C' key followed by a return to create the list. You will see similar syntax as shown below if you are successful:
/mail/aliases/misc: 234 aliases, longest 769 bytes, 17429 bytes total
/mail/aliases/auckland: 4783 aliases, longest 43 bytes, 184509 bytes total
/mail/aliases/system: 17 aliases, longest 36 bytes, 279 bytes total
/mail/aliases/majordomo: 498 aliases, longest 122 bytes, 29278 bytes total
- ◆ Check that mailing list has been created

Use one of the methods outlined below to ensure that the list has been created. In the following examples, it is assumed that you have created the mailing list 'computer-support':

1. `md-findpass computer-support`

The command above should send back the password set for the mailing list.

⁵⁵ Shows the name of the list, but not the subscribed addresses within the list.

2.

```
ls /mail/majordomo/lists/computer-support*
```

The command above should produce the following output to your screen:

```
/mail/majordomo/lists/computer-support  
/mail/majordomo/lists/computer-support.owner  
/mail/majordomo/lists/computer-support.config
```

3. By subscribing to mail list, sending a test message to computer-support@auckland.ac.nz, and then unsubscribing, you can see the message you have posted⁵⁶.

The commands to subscribe and unsubscribe are shown below:

```
md-sub computer-support alias@auckland.ac.nz  
md-unsub computer-support alias@auckland.ac.nz
```

◆ Confirmation of list creation

1. Upon the creation of the mailing list, Email should be despatched to the person requesting the creation of the list, as confirmation of its origin.
2. It is helpful to include hints on how to administer the mail list⁵⁷.

Removing A List

```
md-rmlist [listname]
```

The command above will not ask for confirmation. It will automatically remove the mailing list and return the following information to the screen:

```
listname: removing subscriber list  
listname: removing list owner  
listname: removing list configuration  
listname: rewriting majordomo alias file
```

Listing The Lists

```
md-ls | more
```

The command above will list all the lists we serve. The ‘more’ command allows a pause break to view the lists more easily.

- ◆ Use Space-bar to scroll forward through list
- ◆ Use B key to scroll backwards through list
- ◆ Use Q key to quit the “more” command and return to UNIX prompt

Finding A List’s Password

```
md-findpass [listname]
```

⁵⁶ This method will also send the test message to all members of the list as well as notifying the list owner that you have done this.

⁵⁷ Send a copy of the Majordomo help file within the Email to the list owner along with a list of Email addresses added to the mail list.

The command above will provide the following feedback to your monitor (example uses computer-support for the listname:

```
computer-support: admin password '6elqplv2'
```

Subscribing and Unsubscribing for Help Desk Staff

ITSS Help Desk staff are granted rights to subscribe & unsubscribe users to mailing lists without using the standard Majordomo commands that are employed by list owners.

- ◆ To subscribe someone

```
md-sub [listname] a.alias@auckland.ac.nz
```

- ◆ To unsubscribe someone

```
md-unsub [listname] a.alias@auckland.ac.nz
```

Subscribing and Unsubscribing for List Owners

List owners subscribe & unsubscribe by sending Email to: **majordomo@auckland.ac.nz**

The following commands should be placed into the body of the Email message⁵⁸:

- ◆ To subscribe someone

```
approve PASSWORD subscribe [listname] a.alias@auckland.ac.nz
```

- ◆ To unsubscribe someone

```
approve PASSWORD unsubscribe [listname] a.aliase@auckland.ac.nz
```

Identifying Subscribers to A List

```
more /mail/majordomo/lists/[listname]
```

The command above will provide a list of all Email addresses of those currently subscribing to the list.

The 'more' command allows a pause break to view the file more easily.

- ◆ Use Space-bar to scroll forward through listings
 - ◆ Use B key to scroll backwards through listings
 - ◆ Use Q key to quit the "more" command and return to UNIX prompt
-

Identifying the List Owner

```
more /mail/majordomo/lists/[listname].owner
```

The command above will provide detail as to who is registered as the list owner for the mailing list requested in the command.

⁵⁸ There should be no signature within the message, if there is, then 'end' should be entered after the subscribe/unsubscribe command.

The 'more' command allows you to view the list owner

The Majordomo Help File

The following information is a verbatim copy of the file sent from majordomo@auckland.ac.nz when 'help' is placed in the subject line.

**** Help for Majordomo@auckland.ac.nz:

This is Brent Chapman's "Majordomo" mailing list manager, version 1.93.

In the description below items contained in []'s are optional. When providing the item, do not include the []'s around it.

It understands the following commands:

```
subscribe <list> [<address>]
    Subscribe yourself (or <address> if specified) to the named <list>

unsubscribe <list> [<address>]
    Unsubscribe yourself (or <address> if specified) from the named <list>

get <list> <filename>
    Get a file related to <list>

index <list>
    Return an index of files you can "get" for <list>

which [<address>]
    Find out which lists you (or <address> if specified) are on

who <list>
    Find out who is on the named <list>

info <list>
    Retrieve the general introductory information for the named <list>

lists
    Show the lists served by this Majordomo server

help
    Retrieve this message

end
    Stop processing commands (useful if your mailer adds a signature)
```

Commands should be sent in the body of an Email message to "Majordomo@auckland.ac.nz".

Commands in the "Subject:" line NOT processed.

If you have any questions or problems, please contact "Majordomo-Owner@auckland.ac.nz".

Postbox Administration

Postbox is a UNIX machine⁵⁹ running Solaris that provides staff and authorised graduate students with Email accounts. Their Email is accessed via IMAP clients such as Simeon, Eudora, and Netscape Communicator⁶⁰

Responsibilities

- ◆ It is part of the Help Desk's duties to create Postbox accounts for users who provide the required Service Request form with a verifiable UPI⁶¹.
 - ◆ If an account is requested for a person without a UPI, it should be referred to Ian Fa'asalele (Systems and Production team).
 - ◆ Help Desk staff is responsible for:
 - Creating accounts
 - Changing passwords
 - Deleting accounts
 - Checking and adjusting quota space
 - Rebuilding accounts
-

Administration Information

The Help Desk responsibilities listed above can only be accessed from the 'helpdesk' account on postbox.auckland.ac.nz

These administration tasks cannot be performed from an individual Help Desk officer's postbox account.

After logging postbox.auckland.ac.nz, the 'sudo' command is required to be run. Sudo allows authorised users to execute a command as the 'Super-User'. It prompts the user for their password⁶² to verify their administration rights on the server.

The 'sudo' command lasts for five minutes. In that time if another sudo command is not submitted, the next 'sudo' command will require the user to enter the password again. Hence, when two 'sudo' commands are submitted within less than five minutes between them, the password prompt does not reappear.

Creating Postbox Accounts

- ◆ Command: `new-account`

```
> sudo new-account
> Password: *****
> Enter the user's UPI: jblo001
> Enter the user's full name: Joe-Jane Bloggs xt1234
> Enter the user's staff-id number: 1234567
```

⁵⁹ postbox.auckland.ac.nz

⁶⁰ All Email applications that can handle the IMAP protocol.

⁶¹ Universal Public Identifier which is issued to University staff along with their ID number.

⁶² The password for the 'helpdesk' account.

```
> Account created
```

The example above shows how to use the command 'new-account'.

- ◆ Sudo is needed to give root privileges.
- ◆ The password prompt is asking for the 'helpdesk' account password.
- ◆ You are then asked for the new accounts UPI, terminated by the 'Return' key.
- ◆ You are then asked for the user's name, type the full name and phone extension number if available.
- ◆ You are then asked for the staff ID number. This is used as the initial password for their account.
- ◆ The script then creates the users account and other files that the account might need.
- ◆ The "Account Created" message informs you that the task has completed successfully.

Changing A Password

```
◆ Command:  changepass
> sudo changepass jblo001
> Password: *****
> New password: *****
> Re-enter new password: *****
```

The example above shows how to use the command 'changepass'.

- ◆ Sudo is needed to give root privileges.
- ◆ UPI is needed, in this case the user account jblo001 was included. The 'changepass' command will not work without a valid UPI typed in.
- ◆ The password prompt is asking for the 'helpdesk' account password.
- ◆ You are then asked to enter the new password for the user's account that you are changing.
- ◆ You are then asked to re-enter the new password to check that you have typed in the password correctly.

Deleting an Account:

```
◆ Command:  del-account
> sudo del-account jblo001
> Password: *****
> Are you sure you want to delete the account jblo001 [y/n]?
> y
> Account jblo001 has been deleted.
```

The example above shows how to use the command 'del-account'.

- ◆ Sudo is needed to give root privileges.
- ◆ UPI is needed, in this case the user account jblo001 was included. The 'del-account' command will not work without a valid UPI typed in.
- ◆ The password prompt is asking for the 'helpdesk' account password.
- ◆ You are then asked to confirm that you have the correct account to be deleted, you must type 'y' for Yes to delete the account. The default is 'n' for No.
- ◆ The job then deletes the user's account and other files that the account uses.
- ◆ The "Account jblo001 has been deleted." message informs you that the job has finished successfully.

Checking an Account Quota

```

◆ Command: checkquota

> sudo checkquota jblo001
> Password: *****
> STORAGE for jblo001
> -----
>      Total   = 10000
>      Used    = 8750
>      Unused  = 250

```

The example above shows how to use the command ‘checkquota’.

- ◆ Sudo is needed to give root privileges.
- ◆ UPI is needed, in this case the user account jblo001 was included. The ‘checkquota’ command will not work without a valid UPI typed in.
- ◆ The password prompt is asking for the ‘helpdesk’ account password.
- ◆ The message “STORAGE for jblo001” identifies who’s account is being queried for their available quota space on postbox.auckland.ac.nz
- ◆ ‘Total’ provides detail as to the total quota that is allocated to the account⁶³.
- ◆ ‘Used’ indicates how much of the allocated quota has currently been used.
- ◆ ‘Unused’ indicates how much quota is still available for the account.

Setting A New Quota for An Account

```

◆ Command: newquota

> sudo newquota jblo001 11000
> Password: *****
> QUOTA change SUCCESSFUL.
>
> STORAGE for jblo001
> -----
>      Total   = 11000
>      Used    = 800
>      Unused  = 300

```

The example above shows how to use the command ‘newquota’.

- ◆ Sudo is needed to give root privileges.
- ◆ UPI is needed, in this case the user account jblo001 was included. The ‘newquota’ command will not work without a valid UPI typed in.
- ◆ The ‘k quota level’ is needed, in this case the quota 11000 was included (11MB). The ‘newquota’ command will not work without a new quota typed in.
- ◆ The password prompt is asking for the ‘helpdesk’ account password.
- ◆ The message “QUOTA change SUCCESSFUL” informs you that the accounts quota has been adjusted successfully.
- ◆ ‘Total’ provides detail as to the new quota that is allocated to the account.
- ◆ ‘Used’ indicates how much of the allocated quota has currently been used.
- ◆ ‘Unused’ indicates how much quota is still available for the account.

⁶³ The standard rule is that accounts have 10000k of quota, although this may need to be adjusted when accounts are over quota or special arrangements have been made with Ian Fa’asalele.

Rebuilding a Postbox Account

```

◆ Command: rebuild

> sudo rebuild jblo001
> Password: *****
> When user has logged out of POSTBOX,
>     or exited their Email client,
>     type [C]. . . . .continue
>     or [E]. . . . .exit    : c
> tcsh: 6.07.02
> tcsh: Trying to start from "/dept/itss/jblo001"
> tcsh: Trying to start from "/"
> user.jblo001
> user.jblo001.dir1
> user.jblo001.dir2
> user.jblo001.dir3
> user.jblo001.dir3.sub1
> user.jblo001.dir3.sub2
> user.jblo001.dir3.sub3
> user.jblo001.sentmail
> user.jblo001.unfinished_mail
>

```

The example above shows how to use the command 'rebuild'.

- ◆ Sudo is needed to give root privileges.
- ◆ UPI is needed, in this case the user account jblo001 was included. The 'checkquota' command will not work without a valid UPI typed in.
- ◆ The password prompt is asking for the 'helpdesk' account password.
- ◆ The script then rebuilds the user's mailbox recursively. Thus all jblo001's subfolders will be rebuilt.
- ◆ This script may take some time to run, depending on how much mail the user has.
- ◆ Once the rebuild is finished, check with the user whether or not they can see all their mail.
- ◆ If any problems persist, contact the Systems & Production team.

Searching For an Account:

```

◆ Command: grep -i

> grep -i jblo001 /etc/passwd
> jblo001:x:13868:Joe-Jane Bloggs:/home/common:/usr/local/etc/ord_usr

```

The example above shows how to use the command 'grep'.

- ◆ UPI is needed, in this case the user account jblo001 was included. The 'grep -i' command will not work without a valid UPI typed in. /etc/passwd explains which directory to search for account details in.
- ◆ The 'jblo001:x:13868:Joe-Jane Bloggs:/home/common:/usr/local/etc/ord_usr' message returned from Postbox indicates that the account exists. If there was no message at the command prompt, it identifies that there is no account created for the UPI searched on.

Postbox Tips

If the user can't see any folders that were previously there, get them to check if they have the missing folder subscribed. It may pay for them to create the missing folder again, this will require them to enter the name exactly.

Sometimes Simeon gets confused, especially after some complicated moving of mail, and can't see mail in folders even though they are there.

If all else fails, mail can be recovered from the ADSM backup system that is administered by Russell Street (Data Network Services).

Dial-In Service Administration

Dial-in administration is a procedure which must be backed-up with a properly authorised application form. There are no exceptions. The form must be counter-signed by a signatory within the applicant's department or faculty who has authority to accept charges on behalf of their organisational unit. If there is any question as to who has authorised the application or what they have authorised, you should contact the department and double-check the service request.

Service Request Form Requirements

- ◆ Has the applicant completed the 'Identification' section fully?
- ◆ Has the person authorising the application signed either the 'University Only' or 'Internet + University' options?
- ◆ Has the applicant signed and dated the 'Applicant's Acknowledgment'?
- ◆ Has the person authorising the application signed and dated the 'Departmental Authorisation' and printed their name.
- ◆ Has the applicant provided a valid University Email alias?

If everything is in order, you can proceed with actioning the application.

Login to RAC

- ◆ Telnet to rac.auckland.ac.nz
 - ◆ Login to the RAC system with the account: rac
 - ◆ You will also be prompted for the 'rac; account password
 - ◆ Once at the command prompt (ccnops:~>), Type in the command 'rac' to invoke the program which allows you to create and administer the dial-in accounts.
 - ◆ The RAC s program will open on the 'Remote Access Maintenance Main Menu' page.
-

Creating an Account

- ◆ Choose option 1 *'add a user'* by typing *'1'* in the *'selection'* field. Then press the *'return'* key. This will take you to the *'Add A New User'* screen.
- ◆ In the field *'login name'*, type a login ID. This is normally the first initial followed by a full stop and the surname, matching the applicants University Email alias (ie j.bloggs).
- ◆ To move between fields, either use the *'tab'* key or the *'up'* and *'down'* cursor keys.
- ◆ It is possible the login ID will already be in use, in which case the script will reject the ID and produce an alert message warning you of the conflict. You should immediately abort the process of creating the account and check the rejected login ID⁶⁴.

Doing so will enable you to confirm whether or not the existing account belongs to the applicant or another user. It may be that the applicant already has a dial-in account and simply wants it altered for full Internet access.

Alternatively you will have to go back and create an account with a slightly different login ID. For example, if j.bloggs is in use by Joe Bloggs, Jane Mary Bloggs could be assigned the login ID jm.bloggs.

- ◆ Note that the dial-in system is case sensitive, and you should always use lower-case letters.
- ◆ In the *'Real name'* field, type the full name of the applicant.
- ◆ Enter a password. You will have to confirm the password in the *'Verify'* field.
- ◆ In the *'Group'* field, you must select a department billing code. A good method of identifying this code is to check the applicant's Email alias and retrieve it from there⁶⁵.

If you do not know the appropriate code you can press the *'F1'* key to view a list of valid codes. You need to use the cursor keys to move through the list. When you find the appropriate code, position your cursor on the entry and press the *'enter'* key.

- ◆ The next field is *'User's Email alias'*. An Email alias needs to be provided to assist with the billing process.
- ◆ The next field is *'Phone contact'*. If they do not have a phone number, leave the field blank.
- ◆ The default for the *'External IP'* field is *'N'*. Press the *'return'* key if the applicant wants access to the University only, or press the *'Y'* key to grant full Internet access instead (based upon the requirements stated in the service request form). If you enter *'Y'*, the next field will automatically show *'slip.auckland.ac.nz'*. Press the *'return'* key once more and a reserved IP address will be assigned to the applicant's account.

There is no need to give this IP number to the applicant, but it should be noted on the bottom of the users service request form.

- ◆ Note that an *'X'* now appears in the *'Create'* field. To create the account, simply press the *'return'* key.

You can press the *'tab'* key to move the *'X'* into the *'Cancel'* field and press the *'return'* key if you need to abort the account.

⁶⁴ See the sub-section titled *'Editing An Account'*.

⁶⁵ Also helps to identify the applicants dial-in account name.

- ◆ If you wish to exit the RAC system, press the 'Q' key followed by the 'return' key.
 - ◆ To exit from rac.auckland.ac.nz, type 'exit' at the command prompt.
-

Service Request Form Administration

- ◆ At the conclusion of the account creation, ensure that the following information has been written into the 'office use' section at the bottom of the form:
 1. The Account ID
 2. The assigned password⁶⁶
 3. Your initials in the 'Actioned' area
 4. The date the request was actioned
 5. The IP address⁶⁷
 6. In the space immediately beneath the 'IP Addr', add the billing code for the faculty/department.
 - ◆ Notify the applicant of their account details and initial & date the 'Confirmed' and 'date' sections once this has been done.
 - ◆ Users may be informed by telephone⁶⁸, Email, or sending the standard 'Your dial-in account has been created' form via the internal mail system.
 - ◆ The application form is then filed.
-

Editing A Dial-in Account

This is most often required when an existing user wants to upgrade their account from 'University Only' to 'Internet + University' access. Simply use option '2' from the main menu.

You need to know the existing RAC dial-in ID for the user. If you are unsure, or think that there may be several accounts that are similar, check to ensure that you are editing the correct account.

Deleting A Dial-in Account

Use option '3' from the main menu.

You will also need to remove the appropriate service request form from the filing cabinet. Mark it to show that the account has been deleted, and note on the form who asked for the account to be terminated.

This information may be required if the account owner queries their loss of privileges.

The form should then be refiled in the 'Deleted Accounts' file⁶⁹.

⁶⁶ A suggestion is the initials of the applicant with their phone extension placed at the beginning or the end. ie rw4775.

⁶⁷ Applicable only if the request was for Internet + University access.

⁶⁸ Only when you are calling them, not vice-versa.

⁶⁹ Last file in the main filing cabinet.

ITSS Reception Duties

The Help Desk is responsible for looking after the following reception duties for ITSS

Reception Hours: **9:00am – 4:30pm**

Visitor Administration

Visitors to ITSS will generally approach the Help Desk when they arrive⁷⁰. Follow the procedures below when dealing with these visitors.

Visiting ITSS Staff

- ◆ Contact and inform the appropriate staff member.
 - ◆ If staff member is unavailable, then take a message.
 - ◆ Allow access and direction to visitor if approved for visit.
-

ITSS Meetings

- ◆ Contact appropriate staff members.
 - ◆ Allow access and direction to visitor if approved for visit.
-

Drop-In Support

- ◆ Provide appropriate service or assistance.
 - ◆ This includes any resources that the Help Desk is responsible for also.
-

Courier Deliveries

- ◆ Check that the delivery is for ITSS
 - ◆ Sign for goods as required
 - ◆ Contact and inform appropriate staff member of delivery arrival.
-

General Requirements

- ◆ Acknowledge Visitor

Greet and assist visitor as soon as possible. If staff is busy, they should acknowledge this to the visitor, and tend to them when able.

- ◆ Service Request Forms
-

⁷⁰ Unless they have already made arrangements to meet the appropriate ITSS staff member previously, or by use of the telephone by the main ITSS entrance.

Ensure that the '*Service Request*' stand in the reception bay has a plentiful supply of Service Request Forms. If there is a shortage, copies can be made from the '*Master Copy*' folder.

Service Request Forms should be verified for any requirements while the applicant is still present, in case the form has to be returned for further completion.

Delivery And dispatch Duties

Dispatch Requirement

- ◆ The ITSS Staff are responsible for arranging their own goods to be picked-up.
 - ◆ Once arrangements have been made, goods can be left in the Help Desk Reception Bay for pick-up.
 - ◆ If at all possible, ITSS Staff should notify the Help Desk as to who is picking up the goods, and the estimated pick-up time.
-

Delivery Requirement

- ◆ Ensure the delivery is for ITSS

Check the accompanying documentation to ensure that good received are for ITSS Staff.

- ◆ Sign for goods as required

After ensuring that the goods are for ITSS and have arrived at the correct location. Sign for goods when requested by couriers.

- ◆ Large goods for lower floor are redirected

Contact and inform the appropriate ITSS group that they have large deliveries to pick-up.

Direct the courier to the lower floor entrance where a member of the appropriate ITSS group will grant access for the deliveries.

If no member of the group that the goods are destined for is available, then the Help Desk should attempt to contact John Henry (Telecommunications Support) to grant access.

- ◆ Inform staff that goods have arrived

Once goods have been delivered, Help Desk staff should contact the appropriate person or group to inform them where their delivery can be picked up from.

If no staff member is available, leave a message and make a note of the goods to be picked up on the whiteboard.

- ◆ Delivery times

Help Desk staff are responsible for City Campus ITSS deliveries during the open reception hours. At other times, this is the responsibility of the ITSS Operators team.

Resource Depot

The following resources can be picked up directly from the Help Desk reception bay.

Service Request Forms

These forms are available to all supported clientele.

- ◆ Telecommunication Services
 - ◆ Dial-In Requests
 - ◆ Systems & Services Requests
 - ◆ Internet Access From the Desktop
 - ◆ IT Support Services
 - ◆ Change Requests⁷¹
-

3.5 Floppy Diskettes

- ◆ Diskettes are available to all ITSS staff and provided on occasion to clientele with relevant material loaded.
 - ◆ Diskettes are available in both Macintosh and PC formats.
-

SAS/SPSS And Linux CD-Rom Library

- ◆ The latest updates supported by the ITSS Software Administration team are provided for loan out to University staff members⁷².
 - ◆ These CD's are available for 2-3 day loan out periods.
 - ◆ Staff who are loaning the CD's are required to leave their ID cards until the software is returned.
 - ◆ A name, contact number, and the expected return date should be noted on the administration card where the CD's are stored.
 - ◆ If somebody has booked a CD in advance, their details should be appended to the appropriate administration card to ensure it is not double-booked.
-

Interconnect Issues

- ◆ The ITSS newsletter 'Interconnect' should be available to all Help Desk customers and visitors.
- ◆ It is the responsibility of the Interconnect editor to ensure that the Help Desk has been delivered the latest copy.

⁷¹ These forms are not placed on the 'Service Request' stand, but can be obtained from the main filing cabinet in the 2nd drawer.

⁷² If a graduate requires this software to borrow, it must be picked-up by a staff member.

Support Responsibilities

Help Desk staff endeavour to resolve as many queries and issues as possible within a reasonable timeframe. If for any reason they cannot resolve the issue, or it requires local IT support groups and 2nd level specialists to attend to it, the call will be forwarded to the appropriate group.

The following listings identify common support categories and points out possible responsibilities and directions that the calls can be forwarded.

Application Software

Help Desk Responsibilities

- ◆ Providing basic and advanced levels of support for the applications specified on page 9 of this manual in the '*Supported Software*' section. This also includes printer and network connectivity issues.
 - ◆ Providing standard configuration and set-up information for the supported software specified on page 9 of this manual.
 - ◆ Registering requests for software and their appropriate upgrades to the local IT support groups that look after desktop support issues.
 - ◆ Recommending training programs, primarily through the Centre for Professional Development to customers that require additional development with specific applications.
 - ◆ Gathering relevant information in relation to the issue when forwarding the call to other IT support groups.
-

ITSS Responsibilities

- ◆ Desktop Support

All Applications specified as part of the standard '*ITSS Desktop Systems*' set-up are supported at the desktop level. Page 9 of this manual identifies the software supported.

The Desktop Support team assists the Registries, Faculties, and Departments that have been listed as 'Primary Support' clients on page 11 of this manual.

These supported applications are running on Microsoft NT servers, which are also maintained by the Desktop Support team.

Requested installations and upgrades are actioned by Desktop Support.

- ◆ Software Administration

All site licensed software administration queries can be directed to the Software Administration group.

This team has direct contact with the companies that provide site licensed software to The University of Auckland, and can investigate technical issues that cannot be resolved directly by IT Support groups.

Backup Services

Help Desk Responsibilities

- ◆ To provide general network and floppy disk backup procedures to the Registries, Faculties, and Departments that have been listed as 'Primary Support' clients on page 11 of this manual.
 - ◆ To direct clientele to other backup services that are provided by ITSS.
-

ITSS Responsibilities⁷³

- ◆ Desktop Support

To identify backup requirements, and to assist, or direct to appropriate ITSS backup services if applicable to the Registries, Faculties, and Departments that have been listed as 'Primary Support' clients on page 11 of this manual.

- ◆ Data Network Services

Russell Street and the Data Network Services team are responsible for the ADSM backup service.

- ◆ Systems & Production

It is the responsibility of the server administrator to deal with backup requests. Kevin Lai & Mark Bonos can look into Netware servers. Ian Fa'asalele & Rod Campbell can follow up on UNIX issues⁷⁴.

Local departmental & faculty server administrators are responsible for looking after their own backup requirements.

Billing Costs

Help Desk Responsibilities

Directing queries to the current billing costs for Email, Dial-in services, and Internet Access to the University of Auckland web page that lists this information. If the customer does not have Intranet access, then Help Desk staff can either quote or send a copy of the current cost to the client.

The web page URL listing the billing charges can be located at:

<http://www.auckland.ac.nz/itss/Policy/NetworkCharges.html>

⁷³ Local IT support for faculties and departments that are not listed as our primary clients on page 10 of this manual, may have their own backup procedures. It may be prudent to direct clients to these people in regard to the options available for them

⁷⁴ Backup request form can be obtained from <http://www.auckland.ac.nz/itss/Forms/it-services.html>

Queries regarding charges incurred for the above mentioned services should be directed to the Postmaster, David Ash.

ITSS Responsibilities

◆ Postmaster Mr David Ash

All queries regarding costs incurred for Email, Dial-in services, and Internet Access should in the first instance be directed to the Postmaster to investigate.

Call Tracking Software

Infra-Help is currently used by ITSS and various other IT departments and faculties to log, monitor, and close calls⁷⁵.

ITSS is looking at moving from Infra-Help (supported by Delta Software), to HEAT (supported by Bendata) in the next six to twelve months. Because of this transition and the inability to complete the HEAT rollout within the previously scoped time frame (HEAT was due to go live in January 99), Infra-Help is currently running with no support from Delta Software. It is hoped that this application will continue to run without any major problems occurring.

Help Desk Responsibility

Administration tasks such as creating accounts and assigning appropriate groups is carried out by the Help Desk Manager or the Senior Help Desk Operator, Bernadette Mooney. Requests for these accounts are done via the 'Application to use Support Systems' form⁷⁶.

Assisting users of Infra-Help with standard configuration and operation queries⁷⁷.

Problem solving and redirecting when necessary any queries relating to database and network errors.

ITSS Responsibilities

◆ Operators

The Operations group is responsible for looking after the 'Help Desk El'⁷⁸. If error messages stating that the "Email and Escalation Server is not operating", the Operations group can reboot this machine which generally fixes the problem.

Operations can also inform Help Desk staff if there are any problems with the ADBMS1 Server where Sybase is run⁷⁹.

◆ Systems and Production

The Systems and Production team are responsible for maintaining the ADBMS1 server and ensuring that Sybase is operational. Rod Campbell and Mike Forth (Systems & Productions Manager) are primary candidates for such queries.

⁷⁵ See 'Call Forwarding' section on page 9 for listings of groups within Infra-Help

⁷⁶ They must initially be signed by the applicants direct manager and then approved by the Help Desk Manager.

⁷⁷ We can inform Infra-Help users of problems by email to itss-infra-help@auckland.ac.nz

⁷⁸ Also known as the Email Escalation Server.

⁷⁹ Sybase is the software used to connect Infra-Help to the Corporate Database.

Kevin Lai and Mark Bonos are responsible for ITSS NetWare Administration, and can be contacted if there is connectivity issues with the ITSSNOV1 server⁸⁰

◆ Desktop Support

Desktop Support is able to install Infra-Help software on requested machines for the Primary Support list quoted on page 11. Infra-Help can only be installed on PC based Operating Systems such as Windows 95 and NT.

◆ Information Resource Management

Steve Haresnape is adept at looking at connectivity issues with the Corporate Database.

Campus Computers

Help Desk Responsibilities

On occasion, callers will be enquiring about contacting Campus Computers, or simply wishing to investigate software and hardware purchasing options. Help Desk staff can refer callers to Campus Computers on ext 5833 or externally on (09) 373-7077.

Dial-In

Help Desk Responsibilities

Help Desk staff carries out dial-in request administration. We ensure that the forms have been correctly filled out as specified previously in the 'Service Request Administration' section on page 25.

Help Desk staff also carries out administration duties for Dial-in accounts. Refer to page 43 of this manual for detailed instructions.

The Dial-in set-up and configuration manual and the appropriate Service Request form can be obtained from the following URL:

http://www.auckland.ac.nz/itss/desktop/helpdesk/HD_Home.html

Identifying connectivity issues when clients attempt to dial into The University of Auckland. Is the problem at their end, or is there something wrong with the system? A good initial start is to check whether you receive a modem tone when dialling (09) 912-3090.

Installation and configuration problems can be dealt with in general terms by the Help Desk, but more involved problems should be referred to the callers local IT support staff.

Directing non-staff and non graduate students to the ECUA desk situated in the General Library on the Ground Floor, Ext 2333.

ITSS Responsibility

◆ Interactive Media Unit

⁸⁰ This server is where the Infra-Help Software is loaded.

Russell Fulton can assist by checking the logs for the dial-in server to see if people have been attempting to log in with or without success.

◆ Data Network Services

Russell Street is adept at looking at technical problems with the dial-in system.

◆ Desktop Support

May be able to offer advice to primary supported customers, but as a rule, do not do dial-in set-up with the exception of special circumstances⁸¹

Electronic Campus

Help Desk Responsibility

Directing non-staff and non-graduate students to the ECUA desk. Situated on the ground floor of the General Library building on extension 2333.

ECUA services are outlined on the '*Student Desktop*' section of The University of Auckland's web pages.

ITSS Responsibilities

◆ Electronic Campus Information Desk

All queries regarding the Electronic Campus should be directed here as first port of call. They are located on the Ground floor of the General Library, on extension 2333.

Alternatively, they can be contacted via the following Email address:

ecuadesk@auckland.ac.nz

The ECUA desk assists students with connectivity issues utilising the NetAccount system. The facility to act as a payment and administration station for NetAccount, and troubleshooting on access issues via the Electronic Campus system.

Chris Castell (ECUA & HSB Manager) can assist with managerial issues.

Robin Lott is responsible for the supervision of ECUA staff.

◆ Shan Ragu Technology Development

Shan is able to investigate NetAccount administrative and technical issues.

◆ Suad Musovich Academic Services Division –Tamaki Campus

Suad can usually assist with NetAccount queries of a technical nature.

◆ Dennis Stanton Interactive Media Unit Consultant

Dennis had developed the Electronic Campus web pages and can be consulted in regard to connectivity issues.

◆ Operations

⁸¹ Set-up and configuration is sometimes carried out by other faculty and departmental IT support staff, so callers who are not directly categorised as ITSS Primary Supported customers should be referred back accordingly.

The Operations group is responsible for ensuring the NetAccount System is operational and backed up in accordance with the Operations procedures for Systems maintained by them.

Email

Help Desk Responsibilities

Help Desk staff carries out Email alias administration. We ensure that the forms have been correctly filled out as specified previously in the '*Service Request Administration*' section on page 24. If no resolution is found, refer the query to the Postmaster.

Help Desk staff also carries out administration duties for Email aliases, Mailing lists, and Postbox accounts. Refer to page 28, page 33, and page 43 of this manual for detailed instructions. If no resolution is found, refer the query to the appropriate members of the System and Production team.

If customers cannot send mail to an address, or there is a bounce message. Help Desk staff can ask for a copy to be sent to them for evaluation. If no resolution to the problem can be found, refer the call on to the Postmaster for further investigation.

Help Desk staff support primarily Simeon, but can also attempt basic trouble-shooting for Pegasus mail also. If there is a complex technical issue in regard to Simeon, refer to Loveleen Choudhry (Software Administration) to investigate further. Otherwise, forward unresolved application problems to the Desktop Support Group for Primary customers, or Local IT support in other cases.

Simeon is a mailing application that can be used on many operating system platforms. Simeon can be used from both University desktop computers as well as remote machines via dial-in access. Giving virtually the same appearance and functionality on whichever platform or location is chosen.

Customers can use other Email software at their own (or departmental) discretion. However, the Help Desk staff may not be able to provide appropriate assistance.

The Help Desk can carry out assistance with configuration requirements and obtaining a copy of Simeon for PC and Macintosh platforms.

There is a site licence for the University of Auckland to use Simeon.

ITSS Responsibilities

◆ Desktop Support

This team will investigate desktop email application issues for our Primary supported customers. They will not support the use of Netscape mail to Postbox, as Simeon is the approved Email application for Postbox accounts.

◆ Systems and Production

Kevin Lai and Mark Bonos can be referred to for problems associated with Pegasus mail accounts on the Novell servers that are supported by ITSS⁸².

⁸² The Tamaki ITSS team are also able to investigate desktop and server issues related to the TMKNOVx servers.

Ian Fa'asalele & Rod Campbell can be referred to for problems associated with Postbox accounts.

◆ Data Network Services

Problems with Email aliases, Mailing lists, and general disruptions to mailhost.auckland.ac.nz should be directed to the Postmaster David Ash, or Russell Street to investigate further.

Local IT Support

If problems occur on systems external to ITSS or our primary supported clientele, then calls should be referred to the local departmental or faculty IT support teams.

Hardware

Help Desk Responsibilities

If there are hardware problems with IT equipment utilised by our primary supported clients, then these calls should be logged to the Desktop Support team.

Hardware faults for our other callers can be forwarded to the local departmental or faculty IT support teams.

Hardware problems with networking equipment supported by ITSS should initially be forwarded to the Network Engineering group.

ITSS Responsibilities

◆ Desktop Support

This group will repair, replace, and maintain hardware for our primary supported clients.

◆ Network Engineering

Networking hardware will be investigated, repaired, replaced, and maintained appropriately for ITSS supported networking services.

Internet

Help Desk Responsibilities

Find out which web site the caller is trying to connect to. Exactly when they were trying to make a connection? What was the error code? Were they able to successfully connect to other sites? If the query cannot be resolved, refer call to the Data Network Services team.

Help Desk staff should be able to direct callers to IT related sites maintained on the University of Auckland's web pages. They should also have a reasonable knowledge of non-IT related sites on these pages also.

Help Desk staff carries out Service Request administration for direct access to the Internet⁸³. We ensure that the forms have been correctly filled out as specified previously in the *'Service*

⁸³ For University staff and approved post-graduate students only. Other students should be referred to the ECUA desk on ext 2333.

Request Administration' section on page 23. If further administrative investigation is required, refer to the Data Network Services team.

Netscape Navigator is the currently supported Internet Browsing application for The University of Auckland.

Customers can use Internet Explorer or other web browsing software at their own (or departmental) discretion. However, the Help Desk staff may not be able to provide appropriate assistance.

The Help Desk can carry out assistance with configuration requirements and obtaining a copy of Netscape Browsing applications⁸⁴.

ITSS Responsibilities

- ◆ Data Network Services

The DNS team can investigate queries in relation to Service Request forms that have been processed by the Help Desk and passed on for completion. These accounts are maintained, and the files stored with the DNS group.

Problems with Web connectivity are also forwarded here when Help Desk staff can find no resolution. Russell Street is a specialist in this field.

- ◆ Dianne Civil Corporate Information Systems Division

Dianne is responsible for maintaining the '*On-line Web Directory*' which is used to look up University staff location and contact details. If this service is disfunctional, calls should be referred here.

- ◆ Suad Musovich Academic Services Division –Tamaki Campus

Suad can usually assist with Web queries of a technical nature. He is also responsible for providing access to edit and maintain web pages on our WWW web server.

Library Systems

Help Desk Responsibilities

Apart from general IT trouble-shooting, calls in relation to Library systems are forwarded to the Library Systems group. Calls are primarily logged by Liaison Systems Officers designated by the various Library sub divisions.

Calls in relation to the Voyager Library catalogue system are also forwarded to the Library Systems team.

ITSS Responsibilities

- ◆ Library Systems

⁸⁴ Various versions of Netscape Communicator & Navigator can be obtained from The University of Auckland's ftp archive or from the ITSSNOVSUPPORT server software archive.

The Library Systems group deals with all hardware and software problems that cannot be resolved directly by the Help Desk team.

NetAccount

Help Desk Responsibilities

The Help Desk team will direct students to NetAccount stations situated throughout the University. They are also responsible for handling any queries about service availability.

NetAccount Operational issues can be referred to the Operations group, and issues in relation to NetAccount administration, including the routine addition of printing queues or printing stations can be forwarded to Shan Ragu (Technical Development Division).

ITSS Responsibilities

- ◆ ECUA Desk

This group endeavours to handle the end-user queries about using NetAccount on campus and from home.

They can pass on to the ITSS Help Desk all service faults and unresolved issues for further processing.

- ◆ Operations

This group will handle all issues relating to the routine operation of the NetAccount systems.

They will pass to the IT Computer Science Support team any unresolved faults in the routine operation of the NetAccount systems⁸⁵.

- ◆ Shan Ragu Technical Development Division

Can handle issues in relation to the routine administration of NetAccount systems, and will pass to Computer Science all unresolved faults in the routine administration of NetAccount.

- ◆ Suad Musovich Academic Services Division –Tamaki Campus

Suad can usually assist with NetAccount queries of a technical nature.

Network

Help Desk Responsibilities

It is vital that the Help Desk staff can get the room and building locations for any queries that cannot be resolved directly. Which server is the caller trying to connect to? Can anyone else in the room or department log in?

⁸⁵ A Service Level Agreement has been established between ITSS and Computer Science to provide 3rd level support for NetAccount which was developed by Computer Science.

Speak with Data Network Services team and Network Engineering to try and diagnose the problems.

Network connectivity problems receive an urgent or critical priority when the Help Desk forwards calls on⁸⁶.

Help Desk staff can also attempt to determine if servers can be seen or pinged over the network in order to ascertain their availability. If a problem is diagnosed as a server issue, and not the network, it should be referred to the appropriate server administrator to attend to.

Requests for network ports to be livened or implemented are referred to the Network Engineering group.

ITSS Responsibilities

◆ Desktop Support

Calls that cannot be determined as a network fault can be referred to this group to investigate further and identify whether it is a desktop or network issue.

◆ Network Engineering

This team carries out requests for cabling, network hardware and port installations, and port livening. Ensure that room and building details have been provided with the forwarded call.

Network connectivity issues are generally referred here before Data Network Services if the Help Desk can establish no distinction between the two groups.

If network problems cannot be fully diagnosed, they should be forwarded to Network Engineering for analysis of the situation.

◆ Data Network Services

Problems in relation to data traffic on the network are directed to the DNS team. They can diagnose why the network is slow or attempt to isolate problems in the networked routing and switching systems supported by ITSS.

Operating Systems

Help Desk Responsibilities

The Help Desk should be able to deal with general work station configuration and set-up assistance for Microsoft operating systems. This includes printer connectivity. If they cannot resolve the problem, they can refer it to Desktop Support if the caller is a primary supported customer, or to the appropriate local departmental or faculty IT support group if they are not.

UNIX problems that cannot be resolved directly should be referred either to the Systems and Production team, or Suad Musovich who is responsible for some of the ITSS UNIX systems

ITSS Responsibilities

◆ Desktop Support

⁸⁶ Connectivity issues of one or two people can be given a normal or high priority.

This team is responsible for the ensuring that the servers and work stations are operational for our primary supported customers. This includes the running of applications directly from the work station or the application servers, and printer connectivity.

- ◆ Suad Musovich Academic Services Division –Tamaki Campus

Suad is responsible for the support of system problems, configuration and administration for the following UNIX servers⁸⁷:

- ◆ CCU1
 - ◆ CCU4
 - ◆ TMKU1
 - ◆ WWW
-
- ◆ Systems & Production

Rod Campbell and Ian Fa'asalele look after UNIX administration for the Sybase servers, mailhost.auckland.ac.nz, postbox.auckland.ac.nz They are also back up for the systems maintained by Suad Musovich⁸⁸.

Urgent UNIX Issues

Should urgent issues occur, and/or the UNIX support staff stated above are unobtainable. The following people should be notified of the occurrence:

- ◆ CCU1, CCU4, WWW, Sybase, Mailhost, Postbox issues

Mike Forth on ext 8301 (Systems & Production Manager)

- ◆ TMKU2 and other Tamaki UNIX servers

Greg Brumby on ext 8533 (Academic Services Division –Tamaki Campus Manager)

PeopleSoft

Help Desk Responsibility

Help Desk is not currently trained for dealing with the PeopleSoft application, it is their responsibility to gather relevant information on the problem and to decide where the call should be forwarded to.

It is important to attempt to identify if the problem is actually a PeopleSoft or a standard desktop issue.

ITSS Responsibility

- ◆ Financial PeopleSoft

All PeopleSoft issues are generally directed here for initial diagnosis of the problem. The current exception to the rule are PeopleSoft calls related to the Human Resources sections which are forwarded directly to Jason Nicholl via Infra-Help.

⁸⁷ Suad is also available for assistance with support and installation of UNIX machines for all departments at Tamaki Campus.

⁸⁸ Russell Street from Data Network Services is also extremely adept at handling UNIX queries and generally does not mind solving UNIX problems of a more difficult nature.

◆ PeopleSoft Technical Group

Technical and connectivity issues in relation to PeopleSoft are forwarded here by either Jason Nicholl for HR, or members of the Financial PeopleSoft team. It is their responsibility to determine and resolve the problem and then forward the call back to whomever sent it to them for closure and customer consultation.

SPSS/SAS

Help Desk Responsibilities

Help Desk does not offer technical or installation support for SAS or SPSS. The Help Desk does hold copies of these programs on CD-Rom, which can be borrowed for 48 hours.

Staff of the University of Auckland only is allowed to borrow these CD's. If a post-graduate student wishes to borrow one, they must be collected by a staff member with proof of employment shown by ID card. This card is generally kept until the return of the CD.

Help Desk staff should check first to see if the CD's are available and make a note on the loan-out cards provided for each CD in the 2nd filing cabinet. When a CD is borrowed the users details and return date should be written onto the appropriate card to identify when it will be returned and can be borrowed out again.

Although Help Desk does not provide support for these applications, callers can be directed to:

Hoare Research Software⁸⁹
Phone: 0800 477-776 or (07) 839-9102
Email: info@hrs.co.nz
Web: <http://www.hrs.co.nz>

ITSS Responsibilities

- Software Administration

Licensing issues can be directed to this group to investigate any problems and ensure that they are available as required for installation purposes.

Availability of versions that are currently provided for loan can also be directed here if Help Desk staff is unsure.

Telecommunication Systems

Help Desk Responsibilities

Ideally designated '*Telephone Coordinators*⁹⁰' should log calls. If a department does not have a telephone coordinator, or if that person is unavailable then telephone problems can be logged directly by the client. If the caller has not attempted to contact their department's telephone coordinator, please ask them to do so.

⁸⁹ The developers of SAS and SPSS.

⁹⁰ John Henry provides updated lists of the coordinators on a regular basis from the Voice Network team.

In addition the basic information, you should always find out which room and building the caller is in. This enables a telephone technician to visit the caller if it transpires that the problem is a hardware fault.

Help Desk staff can assist with general queries, and refer them on to the Telecommunication team if they cannot be resolved.

General telephone directory queries should be referred to the Telephone Reception Centre on ext 0.

Callers should not be placed directly through to other ITSS staff without first consulting with them to ensure that they wish to receive the call. If they do not or they are unavailable, take a message and pass it on, or forward the caller to their voicemail if they are unavailable.

Requests for telecommunication services are made through the appropriate Service Request form. See page 22 of this manual for further details of these services.

ITSS Responsibilities

◆ Telephone Reception Centre

This team handles internal and external phone switching services for callers looking for staff within the University of Auckland.

They are also responsible for ensuring that the relevant details of staff members are within their database. This is carried out by applicants filling in the top section of the *'Telecommunication Services'* form.

◆ Voice Network Services

This team ensures that service requests and faults in regard to telecommunication services are actioned.

They are also responsible for providing information as to who is currently the faculty and departmental telephone coordinators.

Telnet Applications

Help Desk Responsibilities

The Help Desk can carry out assistance with configuration requirements and obtaining a copy of the following remote access software for both PC and Macintosh Systems:

Win QVT	MS Windows terminal emulation application
WS FTP	MS Windows application used for file transfers
Telnet	Macintosh terminal emulation application

ITSS Responsibilities

◆ Desktop Support

The Desktop Support team should be able to assist primary supported staff with the set-up and configuration of these applications as required.

Virus Issues

Help Desk Responsibilities

Help Desk should examine and determine the authenticity of virus alerts from callers. They should endeavour to log any virus occurrences to the appropriate desktop support team for that particular faculty or department. If the caller is a primary supported customer, a call should be referred to the Desktop Support team.

Virus alerts should also be passed on to Russell Fulton to investigate further.

Help Desk staff should also be able to assist staff in the basic operations of the site licensed virus software '*Norton Anti Virus*'⁹¹. This software is available from the ITSSNOV1 server in the software archive.

ITSS Responsibilities

◆ Desktop Support

Will investigate virus infections to systems and computers supported by ITSS and our primary supported customers.

They will also be able to install NAV on any supported machines that do not currently run this application.

◆ Loveleen Choudhry Software Administration

Loveleen is primarily responsible for following up on any technical problems and ensuring that monthly updates of virus definitions are available for upgrading this software.

◆ Russell Fulton Technical Development Division

Russell is responsible for the University of Auckland's IT security. He needs to be informed of any suspected attempts to break into the network or systems, and also of virus alerts.

Y2K⁹² Issues

Help Desk Responsibilities

Help Desk staff should direct queries in regard to Y2K issues to either the web pages on the WWW server, or to John Holly, the University of Auckland's Y2K consultant.

The URL for the Y2K web pages is:

<http://www.y2k.auckland.ac.nz/y2k/y2k.html>

Help Desk staff should be familiar with these web pages and the informational content on them⁹³.

⁹¹ NAV

⁹² Year 2000

⁹³ It should also be noted that some of these pages are only viewable from within the University network.

ITSS Responsibilities

◆ John Holly Y2K Consultant

John has been hired to investigate and ensure that the University of Auckland's systems and services are all Y2K compliant.

He is also responsible for promoting any relevant Y2K information through the web pages that he has produced.

In-House Help Desk Duties

Help Desk has a variety of in-house tasks and duties that need to be carried out. An overview of these issues are listed below:

Call Taking & 1st Level Resolution

- ◆ Calls are received via any of the following methods:
 - Phone Call
 - Voice Mail
 - Email
 - Postal Mail
 - Personal Visit
 - Infra-Help Call
 - ◆ All calls should be logged into the Infra-Help Call Tracking System with sufficient detail and diagnostic information as befits the particular call.
-

Call Management

- ◆ Calls logged into the Infra-Help System by the Help Desk need to be dealt with in a timely and appropriate manner, and followed up if requested by clientele.
-

Statistics

- ◆ Help Desk staff should be able to produce relevant statistics on request by the Help Desk Manager or ITSS managerial staff.
 - ◆ Recently the Help Desk has moved from manual statistic recording back to Infra-Help, and some of the previous data gathered may not be feasible with the reporting capabilities of Infra-Help.
-

Office Safety

- ◆ Staff should ensure that the Help Desk office environment is non-hazardous as stipulated in the Health & Safety Regulations manual for the University of Auckland.
 - ◆ Any faults or accidents should be recorded and acted upon accordingly.
 - ◆ Staff needs to be aware of first-aid locations, and emergency evacuation procedures as required for the Help Desk Officers location⁹⁴.
-

Office Security

- ◆ Staff should ensure that customer data in both hard and soft copy format are secure from breaches of security.
- ◆ Ensuring the Help Desk computer systems are not vulnerable to security breaches⁹⁵.

⁹⁴ For the City Campus, there is a first aid kit available within the telephony operators room (409.129). At Tamaki, the first aid kit is available within the Tamaki ITSS Office (733.134)

Leave Requests

- ◆ All leave should be applied for before the leave is taken⁹⁶.
 - ◆ Leave request forms are obtainable from the ITSS mail-room or from the Help Desk Manager.
 - ◆ Sick leave notifications should be passed on to Joy Gilchrist on extension 5192 on the day the staff member is ill. If a Help Desk staff member receives a call referring to sick leave from another ITSS member, then pass this information on to Joy Gilchrist as soon as possible.
-

Staff Inductions

- ◆ When necessary, designated Help Desk staff may be required to provide induction of new staff members to the Help Desk environment, and procedures.
 - ◆ New staff will also need to have their contracts signed. This is carried out by consultation with the Human Resources Registry.
-

Personal Projects

- ◆ From time to time, Help Desk staff will be requested to do personal projects of an IT nature. These projects generally need to be documented into a project proposal stipulating the following information:
 - Project Detail
 - Expected Outcome and deliverable's
 - Time frame for project including milestones
 - Resources required
-

Stationery Administration

- ◆ All staff is required to ensure that the Help Desk office has sufficient stationery for operational use.
 - ◆ If any stationary or office enhancements are required, staff should make suggestion to the Help Desk Manager to follow through.
-

ITSS Information Centre

- ◆ It is the responsibility of the Help Desk to record the following issues in relation to ITSS:
 - ITSS Staff Absentees.
 - Take note of incorrect ITSS & IT staff contact details.
 - Record crisis issues and monitor and update this information as required.
 - Will notify relevant IT staff or changes to services and their availability.
-

⁹⁵ Ensuring machines are not logged into sensitive systems when staff is absent, password protection for machines and systems, virus detection software etc.

⁹⁶ Generally, sick leave is an exception to this rule.

APPENDICES

- ◆ Service Request Forms *- Copies of all forms required for ITSS Services*
 1. Application to use University Computer Services
 2. Request for University Telecommunications Services
 3. Application for direct Access to the Internet from the University Network
 4. Application to use Support Systems
 5. Application for Dial-in Access to the University Network
 6. Request to Change a Production System Managed by ITSS
 7. Request For Files to Be Restored From Backup

- ◆ Service Request Forms Flow-charts *-Workflow for ITSS Service Forms*
 1. Forms arriving at IT Help Desk Headquarters
 2. Forms arriving at ITSS Mailroom

- ◆ Form Letters *-Response form letters from the Help Desk*
 1. Incomplete Service Application
 2. Your dial-in account has been created
 3. Login account has been created

- ◆ Phone Contacts *-Phone listings for IT support staff*
 1. ITSS internal phone list
 2. ITSS sub-divisional list
 3. ITSS mobile phone list
 4. Useful ITSS contact list
 5. Local IT support list
 6. Faculty/Departmental IT support
 7. Library Systems Liaison Officers
 8. University Novell Servers & Managers
 9. Telephone coordinators list
 10. Important clientele in the Registry

- ◆ IT Administration *-Methodologies for standard IT administration*
 1. Changing your password in Novell for Windows NT
 2. Changing your dial-in access password
 3. Changing your password for Simeon 4.x
 4. Changing your password in Novell for Windows 95
 5. Finding IP addresses using Windows Operating Systems
 6. Creating CCNOV2 Accounts
 7. Creating accounts on CCUI
 8. HP LaserJet 18 AUX IO NT RDY error
 9. Updating the licence for SAS
 10. Apple boot key combinations

- ◆ Help Desk References *-Reference material in relation to Help Desk*
 - Tips for finding Help Desk solutions
 - Listening skills and ways to improve them
 - New staff induction guides

- ◆ Work-Flow & Procedures *-Flow charts and draft procedures*
 - Supporting Student Services
 - PeopleSoft Issues
 - Application to Use University Computer Services
 - Help Desk Call Handling

◆ Mission Statement

-Mission statements for the University, ITSS & Help Desk

Application to use University Computer Services

Request for University Telecommunications Services

Application for direct Access to the Internet from the University Network

Application to use Support Systems

Application for Dial-in Access to the University Network

Request to Change a Production System Managed by ITSS

Request For Files to Be Restored From Backup

Service Request Forms Flow-charts

Incomplete Service Application

Your dial-in account has been created

Login account has been created

ITSS internal phone list

ITSS sub-divisional list

ITSS mobile phone list

Useful ITSS contact list

Local IT support list

Faculty/Departmental IT support

Library Systems Liaison Officers

University Novell Servers & Managers

Telephone coordinators list

Important clientele in the Registry

Changing your password in Novell for Windows NT

Changing dial-in access password

Changing your password for Simeon 4.x

Changing your password in Novell for Windows 95

Finding IP addresses using Windows Operating Systems

Creating CCNOV2 Accounts

Creating accounts on CCU1

HP LaserJet 18 AUX IO NT RDY error

Updating the licence for SAS

Apple boot key combinations

Tips for finding Help Desk solutions

Listening skills and ways to improve them

New staff induction guides

Supporting Student Services

PeopleSoft Issues

Application to Use University Computer Services

Help Desk Call Handling

Mission Statement