

## DCC's Webtask Policy and Procedures

### Introduction

Webtask is an Online Request Center for us to serve our customers, you, the Jackson State University Family, to its full potential. Webtask was designed to aid us in maintaining accurate accountability for employees/departments job performance, quality of work, quantity of work, and etc for our customers.

### Work Order Request

All work orders must be submitted individually. All information requested below must be submitted in order to start the request process of the requester.

#### Example:

If you have two computer repairs per one customer, then there must be two work orders to be submitted by the one customer.

## Support Services

### PC Support

#### Personal Desktop Computer/Laptop Work Order Request

When a personal desktop computer/laptop work order is requested, the requester **must** submit the following information:

1. eNumber.
2. Building.
3. Room Number.
4. Department.
5. Contact person with an email address **and** telephone number to gain access.
6. Type of Machine.
7. Manufacturer.
8. **Other:** If you are in a lab, please submit the row and terminal number.
9. **Other:** If you are in a department and have special software, please indicate.

**Video Support Services-** All request must be made forty-eight (48) hours in advanced from the time and date of the scheduled event. If, for any reason you must cancel, please give a twenty-four (24) notice via email and or telephone call. Also, when inquiring about purchasing new video equipment, please consult with Video Support Services via email to further assist that your purchase is a success and can be supported by us.

## **Video Support New Event Work Order Request**

When a video support new work order is requested, the requester **must** submit the following information:

1. How many projectors/laptops are needed?
2. How many pointers are needed?
3. Time of event.
4. Date of event.
5. Location of event.
6. Technical assistance time frame that's needed.
7. Department.
8. Contact person with an email address **and** telephone number to gain access.
9. **Other:** Type of Special Needs (Depend upon availability).

**Voice Services** – All voice service work orders will be completed within three (3) business days. If, for any reason, that a voice service work order can not be completed within three (3) business days, then we will keep you up-to-date of the status and will resolve it as soon as possible.

When a telephone work order is requested, the requester **must** submit the following information:

### **For Repair-Telephone(s):**

1. Telephone Number with an issue.
2. Type of telephone with the issue (Easy, Premium, Advanced, 4019 Urban Grey, 4029 Urban Grey, 4039 Urban Grey, Cortelco Analog, or Panasonic Analog).
3. Building.
4. Office/Room Number.
5. Contact person with an email address **and** telephone number.

### **For Repair/Request-Telephone Feature(s):**

1. Telephone Number with a feature issue or request.
2. Complete list of feature issue or request.
3. Type of telephone with the issue or request (Easy, Premium, Advanced, 4019 Urban Grey, 4029 Urban Grey, 4039 Urban Grey, Cortelco Analog, or Panasonic Analog).
4. Building.
5. Office/Room Number.
6. Contact person with an email address **and** telephone number.

### **For Repair-Fax:**

1. Fax Number with an issue.
2. Building.
3. Office/Room Number.
4. Contact person with an email address **and** telephone number.

### **For New Telephone Line Installation Request – Digital:**

1. Requisition for \$107.00 + Price of New Telephone.
  - a. \$107.00+\$300.00 (Alcatel Easy Reflexes or 4019 Urban Grey) = \$407.00.
  - b. \$107.00+\$350.00 (Alcatel Premium Reflexes or 4029 Urban Grey) = \$457.00.
  - c. \$107.00+\$400.00 (Alcatel Easy Reflexes or 4039 Urban Grey) = \$507.00.

2. Building.
3. Office/Room Number.
4. Contact Person.
5. Name of the person whom the telephone is for (Display purposes.).

**For New Telephone Line Installation Request – Analog/Fax:**

1. Requisition for \$107.00.
2. Building.
3. Office/Room Number.
4. Contact Person.
5. Name of the person whom the telephone is for.