IT Helpdesk

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Requesting IT Help Grace Church and CE National

Helpdesk Definitions

- Priorities

    - <u>Urgent</u> – Outage preventing a ministry or business event from moving forward that day
    - <u>Medium</u> – All non-urgent incidents and requests

Requesting Assistance

1. Decide if the Incident or Request is of Urgent Priority
2. If priority is Urgent

    1. You **<u>MUST</u> Call** or **Text** Urgent issues to appropriate Helpdesk

· Akron East, Bath, Medina East, Gathering Point, Town Center campuses, and CE National   **330-664-9994**

· Norton, Barberton, and County Line campuses
330-800-5678

    2. Automated Attendant: Select 1 Contact IT On-call team member
    3. No Answer leave voicemail
    4. Don't receive callback within 30 minutes
    5. Call Help Desk, Automated Attendant: Select 2 Escalate Call

2. If priority is Medium (All non-urgent)

    1. Submit Incident or Request by Email to the address for your home campus

- Akron East   aec_ithelp@graceohio.org

- Bath   bth_ithelp@graceohio.org

- Barberton   btn_ithelp@graceohio.org

- County Line   clc_ithelp@graceohio.org

- Gathering Point   gpc_ithelp@graceohio.org

- Medina East   mec_ithelp@graceohio.org

- Norton   ntn_ithelp@graceohio.org
- Town Center   tcc_ithelp@graceohio.org
- CE National   cen_ithelp@buildmomentum.org

2. You may **Call** or **Text** issues to appropriate Helpdesk

· Akron East, Bath, Medina East, Gathering Point, Town Center campuses, and CE National
  330-664-9994

· Norton, Barberton, and County Line campuses
330-800-5678

Weekday Service Level Objective (SLO)

Priority	Type	Description	Response Time Objective	Resolution Time Objective
Urgent	Incident or Request	Preventing a ministry or business event or meeting from moving forward that day	9am-10pm 30 Min 10pm-9am ND	4 Hour
Medium	Incident or Request	Individual hardware or software support, network issues, account issues etc.	9am-10pm 1 Day 10pm-9am ND	1 Week

Weekend Service Level Objective (SLO)

Priority	Type	Description	Response Time Objective	Resolution Time Objective
Urgent	Incident or Request	Preventing a ministry or business event or meeting from moving forward that day	8am-10pm 30 Min 10pm-9am ND	4 Hour
Medium	Incident or Request	Individual hardware or software support, network issues, account issues etc.	8am-10pm 1 Day 10pm-9am ND	1 Week

Please contact Mike, Bob, John or Dwayne with any questions you may have.

AVL Support (Audio, Video, Lighting)

The Grace IT team will only provide very limited support for certain AVL technologies since these are primarily handled by the Creative Arts team. Please [reference the *Request Bath AVL Support KB page*](https://kb.gracechurches.org/books/it-helpdesk/page/request-bath-avl-support) for requesting support on these items. If you are at the Bath Campus and if it is deemed that the support request sent to the IT Helpdesk is more of an AVL support issue to a degree, the ticket may either be transferred to the Bath - AVL Support Helpdesk, or the Creative Arts Tech Director will be assigned as a secondary agent to the ticket as necessary.

https://kb.gracechurches.org/books/it-helpdesk/page/request-bath-avl-support

Request Bath AVL Support

HelpDesk Definitions

We setup a HelpDesk to help the Bath Creative Arts Tech Director receive and track support tickets for the **AVL (Audio, Video, Lighting)** side of things. Please reach out to the Bath AVL Helpdesk for issues that would be related to any of the following:

- Weekend Service Room Tech - This includes:
    - Reserving Audio Equipment
    - Lighting System Support
    - Reserving Room / Resources
    - Setting up ProPresenter Environment
    - Cameras
    - Video System that broadcasts the Weekend Service to the TV's throughout the entire Church Building
    - Hookup points and any other connections in the Auditorium.
- RMA / Service requests for Projectors, Stage Speakers, TV's, Lighting Equipment
- Sound Boards / Audio Controllers
- Installing and repairing Weekend Service related cable lines or other equipment.

To help decipher getting support between the AVL and the IT world, you may want to send a ticket to the IT HelpDesk if:

- A computer hardware diagnosis or replacement is needed for troubleshooting.
- A PC or Mac device replacement is needed.
- A drive backup-and-restore operation or special data recovery is needed.
- The Power Kids Mac Mini or the CheckIn Kiosks are acting up again.
- A Weekend Service Computer cannot recognize the Church Network (or the Staff network) and cannot connect to the Internet.
- Assistance with PureLink system being down (though the AVL team may also be able to support PureLink cases)

Requesting Assistance

All AVL requests are to go to our Bath Creatives Arts Tech Director (Dave Lutsko). You may create a ticket by emailing to the appropriate helpdesk so that it can be tracked and updated in the tracking system. If it is deemed that the support request is more of an IT support issue to a degree, the ticket may either be transferred to the Bath - IT Support Helpdesk, or an IT representative will be assigned as a secondary agent to the ticket as necessary.

- bth_avhelp@graceohio.org

If your request is more urgent, you can also reach Dave by phone through his Telzio extension (#1146). If you call the Bath Office number (330-666-8341) after open hours, there will be a prompt for you to dial in a Telzio extension number. If you are a staff member you can login to

Telzio.com to reference the list of users in our organization. You can also download the app ([IOS](IOS)) (

Andriod) to make calls from your phone.

> If you have a general question or request, please reach out to our contact form on our website: Contact Us | Bath Campus (gracechurches.org)