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* 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

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