

# Requesting IT Help Grace Church and Momentum Ministry Partners

## Helpdesk Definitions

- **Priorities**
  - Urgent - Outage preventing a ministry or business event from moving forward that day
  - Medium - 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 **MUST Call** or **Text** Urgent issues to appropriate Helpdesk
    - **330-664-9994**
      - Akron East
      - Bath
      - Medina East
      - Stark North
      - Town Center Campuses
      - Momentum Ministry Partners
    - **330-800-5678**
      - Norton, Barberton, and County Line campuses
  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
  6. The Help Desk is open during these hours. If you call outside these hours, the call will go to voice mail.

Day	From	To
<input checked="" type="checkbox"/> Monday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Tuesday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Wednesday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Thursday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Friday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Saturday	3:30 PM	8:30 PM
<input checked="" type="checkbox"/> Sunday	8:00 AM	1:00 PM

3. 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](mailto:aec_ithelp@graceohio.org)
- Bath [bth\\_ithelp@graceohio.org](mailto:bth_ithelp@graceohio.org)
- Barberton [btn\\_ithelp@graceohio.org](mailto:btn_ithelp@graceohio.org)
- County Line [clc\\_ithelp@graceohio.org](mailto:clc_ithelp@graceohio.org)
- Medina East [mec\\_ithelp@graceohio.org](mailto:mec_ithelp@graceohio.org)
- Norton [ntn\\_ithelp@graceohio.org](mailto:ntn_ithelp@graceohio.org)
- Town Center [tcc\\_ithelp@graceohio.org](mailto:tcc_ithelp@graceohio.org)
- Momentum Ministry Partners [mmp\\_ithelp@buildmomentum.org](mailto:mmp_ithelp@buildmomentum.org)

## Weekday Service Level Objective (SLO)

Priority	Type	Description	Response Time Objective	Resolution Time Objective
<b>Urgent</b>	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
<b>Medium</b>	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
<b>Urgent</b>	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
<b>Medium</b>	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, Allan, 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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