

MEMORANDUM

TO: All Employees

FROM: Information Technology Services

SUBJECT: **SUPPORT SERVICES *e-HELP* NOW AVAILABLE ON THE WEB**

On June 30, 2004, Information Technology Services (ITS) Support Services department launched the new *e-Help* system for use by all employees. *e-Help* is a simple web based system for district applications or services that provides users with an additional method for receiving assistance 24 hours a day 7 days a week. When possible, questions will be responded to usually within 48 hours or less. The address is <http://sus.dadeschools.net/helpdesk/>; it is suggested that users note this site for future and easy reference.

Based on current and historical information collected in the existing call center software and departmental institutional knowledge, a searchable (by topic or keyword) library of information has been collected and placed in the system. Other functions available are:

- A list of Support Services 10 most frequently asked questions (FAQs);
- the ability to submit a help question to the Support Services for a response;
- a link to current site and system status

As always, questions needing immediate response should continue to be directed to Support Services at 305-995-3705(0). *e-Help* should be used for those questions or concerns that are not considered urgent. However, users should refer to *e-Help* prior to calling since the FAQs section will be updated frequently with pertinent information.

Detailed documentation is available from the District's E-handbook web page at the following link: <http://www.dadeschools.net/ehandbook/index.htm>. ITS encourages your comments and suggestions on improving the efficiency and relevancy of this and every system. Questions regarding this memo or the use of the system should be directed to Support Services at 305-995-3705(0).