	County of Bedford, Virginia **IT Help Desk Policy**
Information Technology Department	**Issue/Effective Date: August 6, 2024** **Approval Date: August 6, 2024**

I. Overview and Policy Purpose

The purpose of this IT Help Desk Policy is to provide guidelines and procedures for the efficient and effective handling of IT support requests, inquiries, and incidents within the organization. The policy aims to ensure consistent, timely, and quality assistance to all users, promoting a smooth and productive work environment.

II. Scope

This policy applies to all employees, contractors, and authorized users who require technical assistance and support from Bedford County IT's department.

III. IT Help Desk Responsibilities

The IT Help Desk team shall be responsible for providing technical support and assistance to users regarding hardware, software, network, and other IT-related issues.

The Help Desk team will maintain an up-to-date knowledge base, including FAQs and troubleshooting guides, to aid users in resolving common problems independently.

Help Desk personnel should adhere to professional behavior and maintain a polite and respectful attitude when dealing with users.

IV. End User Responsibilities

Users seeking IT support will be asked to submit IT support issues through the IT Help Desk Portal to help document, track, and resolve support issues efficiently.

- Users are required to provide accurate and detailed information about their issues, including screenshots of error messages, software versions (if applicable), and steps to reproduce the problem.
- Users should make use of the knowledge base and self-help resources before contacting the Help Desk to resolve common issues independently.
- IT Help Desk services may not be used for personal purposes or personally owned devices (computers, tablets, phones, etc.)

V. Help Desk Priority Level

The Help Desk team will respond to support requests promptly based on the following priority levels:

	County of Bedford, Virginia
	IT Help Desk Policy

Information Technology Department	**Issue/Effective Date: August 6, 2024** **Approval Date: August 6, 2024**

Priority	Definition/Impact
Critical	An issue that causes a complete disruption of critical business operations. No workaround is available, and the user is unable to perform essential tasks. *Examples*: A core business IT service is unavailable and must be restored immediately. Server outage, system-wide failure, security breaches, data loss.
High	An issue that significantly impacts business operations or productivity. A workaround may exist, but it is not a sustainable solution. *Examples*: IT service is unavailable or degraded and impacts a large group of users.
Medium	An issue that affects business operations but has limited impact. A workaround is available, and users can continue with limited disruption. *Examples*: Incident impacts a small group of users
Low	An issue that causes minor inconvenience but does not severely impact work. The user can continue working with minimal disruption. *Examples*: Printer issue, changing desk phone locations, single user incident

VI.   Policy Enforcement

The IT Director is the policy administrator for information technology resources and will ensure this process is followed. Additionally, department heads and managers are responsible for compliance with County policy within their respective administrative areas.

_____
Elizabeth Lo
IT Director