Envisioned Problems Resolution Process

Construction Employee calls NYSDOT Help Desk with a problem.

NYSDOT Help Desk staff gets problem description.

Is it an access problem, e.g., cannot get network access or logon to an application?

No

Determine if Hardware problem, e.g., PC, printer, monitor.

Yes

Is it software that DOT is responsible for, e.g., Microsoft Office, HOD, GW, etc.

Yes

DOT handles

Refer to contractor for resolution. Ticket will be automatically assigned to contractor. Examples are: backup client, desktop management client, etc.

No

Is it a password problem for a service which NYSDOT provides?

Yes

DOT handles

Is it a secure gateway problem? (Help Desk will have a secure gateway account to use for testing)

Yes

Refer to contractor for resolution. Ticket will be automatically assigned to contractor.

No

Is it an access problem, e.g., cannot get network access or logon to an application?

No

Refer to contractor for resolution. Ticket will be automatically assigned to contractor.