

FREE STATE PROVINCE



Enquiries: Me S Moshodi

Date: 04 June 2007-06-04

TO: ALL PERSONNEL

IT CIRCULAR 01 OF 2007

PROCEDURES TO BE FOLLOWED: IT HELPDESK SYSTEM (LOGIN CALLS-ITC PROBLEMS)

Please bring the contents of this circular to the attention of all staff.

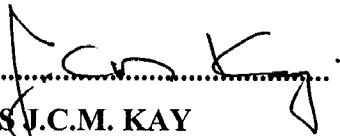
1. A Helpdesk System has been implemented at IT Service Office and it will be utilised to Log in calls for any ITC problem. All problems will be registered in the system for record and reference purposes.
2. The Helpdesk Official will be available to answer phone calls between 07H30 to 12H30 and 13H00 to 16H00. If there is no answer an answering service will be take your message. The recorded calls will be forwarded to the relevant Network Controller. The calls will be responded to within 48 hours.
3. **Procedures to report ITC problems are as follows:**
 - 3.1. The Computer User should directly call the Helpdesk Office to report any ITC fault, quoting the serial number of the computer
 - 3.2. The Computer User is requested not to contact the Network Controller directly
 - 3.3. The Helpdesk Official will provide a reference number to the Computer User for any fault reported

Department of Agriculture/Departement van Landbou/Lefapha la Temo
Private Bag/Privaatsak: X02, Bloemfontein, 9300: Republic of South Africa. Republiek van Suid-Afrika
Riphabolike ya Afrika Borwa c/o H/V Elizabeth & Aliwalstraat/Street, Absa Building/Gebou, Bloemfontein
Tel: +27(0)51 5061573 Fax/Faks: +27 (0)51 4472214 e-mail: susan@agric.fs.gov.za

- 3.4. The User should keep the reference number for any enquiries
 - 3.5. The fault reported and reference number will be forwarded to the relevant Network Controller, to immediately attend to the problem
 - 3.6. Faults reported by Directors and Personal Assistants will be given first preference
 - 3.7. The user may contact the Deputy Director (Ms S Moshodi) of IT Service Tel: 051 5061473 for any call that was not attended to within 48 hours.
 - 3.8. Please note that the official will not be able to trace the call or problem without the reference number.
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4. Problems/faults not reported through this system may not receive the urgent attention the matter deserves as in a case where the correct procedure has been followed.

 5. Kindly contact Help Desk Officer: Ms Sanet Kotze at 051 5061556 to report ITC problems.

Your co-operation in this regard is highly appreciated



MS J.C.M. KAY

DIRECTOR: MANAGEMENT SUPPORT

DATE:.....05-06-07.....

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Tel: +27(0)51 5061573 Fax/Faks: +27 (0)51 4472214 e-mail: susan@agric.fs.gov.za