

Financial Control Division Support Unit

The Financial Control Division Support Unit (FCDSU) Help Ticket is available for downloading at the Department of Finance and Administration (DFA) website under Help Desk.

http://www.nmdfa.state.nm.us/Information_Management.aspx

Below are the requirements for completing a FCDSU Help Ticket and time frames. If a request is not complete, it will be returned to the user for completion.

- Information required on Help Desk Ticket:
 - Name
 - Date
 - Business Unit (drop down menu uses both Agency Number and Name)
 - Telephone Number
 - E-mail
 - SHARE User ID
 - Employee ID (only necessary for employee verification on password reset)
 - Module (i.e. Accounts Payable, Accounts Receivable, Chartfield Value, etc.)
 - Type of Document (i.e. Voucher, Purchase Order, Deposit, etc.)
 - Document Number (i.e. Voucher #, Purchase Order #, Deposit #, etc.)
 - Description of issue
 - Screen shot(s) of issue(s) if possible
 - Email completed FCDSU Help Ticket Form to fcdsu.help@state.nm.us and an incident will be created. In the SUBJECT of Email please put brief description of issue.
- Turnaround Time:
 - Resolution will be communicated to the requesting agency within forty-eight (48) hours of FCDSU receiving the incident/request
 - If the issue cannot be met in 48 hours due to complexity of the issue, workload, schedule or other projects being addressed by staff, the agency will be notified of the delay and an estimated time of resolution.
 - If an incident/request must be escalated to the Department of Information Technology (DoIT) SHARE Technical Team and they will continue to work with user.
- Points of Control:
 - Daily review of open incidents / requests by IT Staff Help Desk Supervisor
 - Weekly group review and brainstorming session with FCDSU Staff on open incidents/requests
 - Statistical summary of calls and resolutions times monitored by IT Staff Help Desk Supervisor using EasyVista
 - Escalation of issues within FCDSU for unsolved issues.