

SHARE Financials Help Desk Process

AGENCY

Issue identified.

1

Complete and submit electronic help ticket to FCDSU Help Desk via email to:
FCDSU.help@state.nm.us

2

Issue resolved.

9

FCDSU HELP DESK

Help Ticket received via email. Email account monitored on an hourly basis.

3

Each Help Ticket will be entered into Team Track and assigned a tracking number. Email will be sent to agency requestor with tracking number.

4

Help Desk will evaluate the issue and assign to Help Desk team member. When necessary, issue will be forwarded to someone within FCD.

5

Once the ticket is closed and issue resolved, the agency is notified of the specific resolution. Notification will be via email or phone, whichever is most efficient and effective.

7

Help Desk Supervisor will monitor open tickets and, if necessary, escalate for resolution.

8

FCD

Resolve issues received from Help Desk. Resolution is entered into team track or forwarded to Help Desk for entry.

6

The Financial Control Division Support Unit Help Ticket is available for downloading at www.shareinfo.state.nm.us under the SHARE Tips FIN Menu Option

Information required on Help Ticket:

Date

Name

E-mail

Phone number

Agency Name and Number

Description of problem

If a document is involved, list document number

(e.g., requisition number, purchase order number, etc.)

If appropriate, attach a screen shot to the email

Turnaround Guarantee:

Resolution will be communicated to the agency within 48 hours of FCD Help Desk receiving the email request.

If the 48 hour guarantee can not be met due to the complexity of the issue or available resources at FCD, the agency will be notified of the delay and provided an estimated resolution time.

Control Points:

- 1. Daily review of open team track issues by Help Desk Supervisor**
- 2. Period review of open issues and resolutions by Information Management Bureau Manager and/or FCD Support Unit Manager.**
- 3. Statistical summary of calls and resolution times monitored by Help Desk Supervisor.**
- 4. Escalation within Financial Control Division for unresolved issues**