WEB SERVICES – Helpdesk queue and workflow

The Web Services team was established in December 2011 as a CIO initiative involving several cross functional areas within ITS. The team supports Pace University's website, internal portal, webmasters and end users. We work collaboratively with University Relations to maintain the standards for publishing web pages and ensure alignment with the University's strategic goals and initiatives. For more information on mission statement and services provided please visit our website ->

http://www.pace.edu/information-technology-services/web-services

Web Services Helpdesk workflow was created for the user community to initiate requests for assistance. The queue is monitored by a member of Web Services and tickets are distributed to support teams accordingly. Web Services monthly reports are included in ITS KPI stats.

Request for support can be initiated directly through helpdesk, or through the homepage *feedback* hyperlink (found in the footer). The link will take the user to a Drupal form which allows them to choose between General website feedback and Technical Issues. General feedback sends an email to webadmin@pace.edu, Technical issues sends an email to webhelp@pace.edu

Both email addresses generate a ticket in the Web services incoming mail queue.

<div style="background:#5b9bd5;color:white;padding:8px;display:inline-block">**Start of workflow**</div>

Request type: Information Technology   **Request subtype**: Webservices

Tech group options:


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[                    ▼ ]
[                      ]
 ADG
 Technical Services
 University Relations
 User Services
```
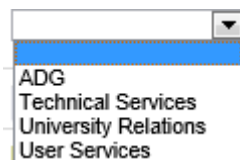
Tech Group (Assigned Tech):

- ADG / Web Developer (Tim)
- Technical Services (James)
- University Relations (Gisela)
- User Services (Danny)

Each team is responsible for various tasks associated with technical support or content-related issues.

ADG (web developer) responsible for:

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Feature/Function Customization/Integration
Form Building
Portal
Site Enhancements
Templates/Views
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Technical Services is responsible for:

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Access Requests/Issues
Technical Issues with Publishing Pages
URL Re-Directs
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University Relations is responsible for:

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A-Z Index Questions/Issues
Content Creation
Incoming Mail
Portal Announcement Content
Site Creation
Social Networking
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User Services is responsible for

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How-to
Special Request
Training Request
USD Web Help Incoming Mail
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The ticket is acknowledged and assigned to a group and tech person who manages the ticket to closure.

End of workflow