



# DISI IT Help Desk System

Starting June 2014 the IT services at DISI have been re-organized as services provided by a pool of technicians. The service, as decided by the Department, is managed through a ticketing system accessed through the standard UniTN Credentials in Single Sign On mode, for the time being based on the UniTN-SISTI OTRS instance, also accessible through MyUniTN services. Details of the ticketing system may change in the future.

## Goals

The management of all accountable IT-related request is performed through ticketing system. The effort expended for performing ticket-related tasks (except trivial ones) on account of research groups activities is tracked and charged on the research group's account.

Some jobs are considered default services and are not accounted: a list of them is provided below. Some others are well known (see the list provided at the end) and some others will be considered upon demand and if the technicians do have the competence to perform them.

Some jobs that fall in neither of categories may be managed by "Servizi Utente – Polo Collina" (see contact details at <http://icts.unitn.it/servizi-utente-polo-collina>), check their services. In case the request will be automatically forwarded where appropriate. "Servizi Utente – Polo Collina" supports for university voice communication infrastructure, software licensed by university, WiFi and wired network.

## Procedure

Tickets will be managed according to the following procedure:

1. To open a new ticket, users can either use a web interface (directly at address <http://servicedesk.unitn.it/> or by means of OTRS widget on MyUniTN portal), or send an email to [tech.disi@unitn.it](mailto:tech.disi@unitn.it) or go to DISI technical office. Ticketing system is the preferred way to issue technical requests.
2. Alessandro Tomasi will distribute requests among technicians based on personal skills and will decide timing and priority according to context.
3. All tickets will be queued to a public queue. Urgent tickets will be tagged and managed accordingly. For the time being this queue is not publicly visible due to the UniTN OTRS configuration (we cannot change it), but can be consulted asking Alessandro Tomasi. Activities requiring more than 8 hours to complete need to be valued with Alessandro Tomasi.
4. Activities requiring less than 5 minutes to complete are not accounted for even if they have been requested through a ticket.
5. Opened tickets will be answered in at most 8 working hours. Depending on their complexity, they will be classified as: closed successfully, locked (assigned to someone), open (not yet assigned), closed unsuccessfully.
6. Closed tickets will be marked with the total time expended for completing them.
7. A monthly report of activities done for each research group will be generated.
8. This procedure will be reviewed by the Department after six months of experiments, minor changes can be implemented also before if they appear clearly improvements.



## Default, non-accounted jobs

- Maintenance and/or decommissioning of old DISI services (services currently managed by department server).
- Indicators management.
- Verification of ADA accounts.
- Management visiting accounts.
- Migration of mail accounts from brenta to Exchange or to other mailing systems adopted by UniTN.
- Mailing lists management.
- DISI printers and beamers management.
- Simple technical advice on different choices and services to be selected for research and other group needs: communication systems, data sharing, ... (the eventual implementation will be accounted).

## Accountable jobs

- Maintenance of “managed” servers belonging to research groups (“managed” servers are administered exclusively by DISI technical staff, no other person has the admin password).
- Support for “un-managed” servers belonging to research groups (the server admin is not the DISI technical staff, who do not have the admin password, but intervenes only upon request).
- Assistance for research groups members’ devices (computers, smartphones, tablets, and so on).
- Hardware and software purchase.
- Video- and phone-conferences management.