FACILITIES MANAGEMENT

SEPTEMBER 08, 2021

FM WEEKLY COMMUNICATION

Issue 133

Good morning, all.

Facilities Management has a new process for submitting work requests to Computer Services. This applies to all FM employees requesting support. Beginning September 8, 2021, all requests need to be submitted through this portal: http://fachelp.fm.colostate.edu/portal/tickets. The portal can be accessed from any smart phone, computer, or I-Pod Touch connected to our campus network—both on the CSU-EID network or by using the Pulse Secure VPN from a remote location.

Use of the portal applies to all needs that require time from the FM Computer Services section, including the following requests and more:

To create a request, visit http://fachelp.fm.colostate.edu/portal/tickets or click on the icon from your work phone, computer, iPad, or iPod Touch.

- Password resets
- Phone issues
- Scheduling in-person appointment
- Reporting IT/technology issues
- AiM help
- Billing questions
- New user set up or assistance

- Printer problems
- Timeclock Plus finger prints
- Website issues
- Website updates
- System updates
- New report request
- Energy Cap updates

A helpdesk/ticketing system is an industry standard, which will support the Computer Services team significantly. Once an FM employee submits a helpdesk ticket through the portal, the Computer Services team will then reply via email or Microsoft Teams. The team will assign the work orders as low, medium, or high priorities; users will not be able to set their priority. Computer Services will schedule appointments for in-person support, or if appropriate to remote access your device for resolving the issue. When answering the Computer Services Helpdesk phone, they will begin by asking for name and ticket number. If there are multiple issues, then multiple tickets will need to be created—one ticket per issue. For limited situations when a computer/device is not working and an employee does not have a secondary form of technology for submitting the portal request, Computer Services may be contacted via phone at 970-567-1009.

In general, Computer Services will require a ticket before providing support. Calls and walk-ins to their office are discouraged because, simply put, it is distracting for the team when unscheduled visits occur; the ticketing system empowers the team to be more productive, efficient, and focused. The new portal lets FM collect data and gauge
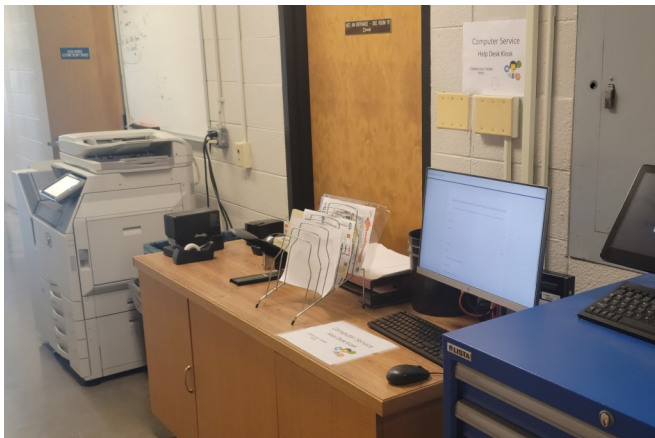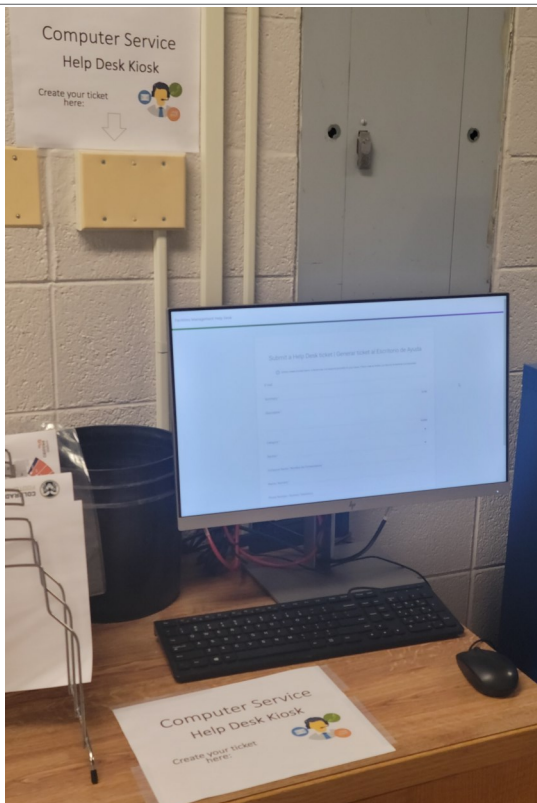
FACILITIES
MANAGEMENT
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For additional convenience, a computer kiosk has been installed in the east hallway of Facilities Management North (between the printer and the vending machines) for those who need to submit a request.

how much effort goes toward various types of support, which will help Computer Services better understand our needs as a department. It also helps in assessing if their staffing levels are appropriate and permits them to accurately bill customers. Each ticket through the portal will track:

- User
- FM Section
- Category of issue
- Priority
- Computer Services Technician assigned to ticket
- Duration of effort on ticket
- Ticket "Open and Close" (day & time)

This new tracking system will ensure proper response and resolution times. It enables the Computer Services team to see where one person left off, in case another person needs to begin the support mid-way through a ticket. The outcome is better customer service for all of FM.

Thank you for supporting Computer Services in this endeavor. Questions regarding this new system can be directed through the portal, or to the Computer Services phone (970-567-1009).

Thanks,

Computer Services Team

Tom Satterly, P.E.
Associate Vice President for Facilities Management