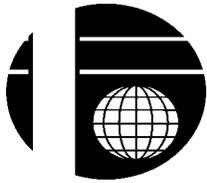


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Communications and Information

TECHNICAL SUPPORT DESK PROCEDURES



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFRD 33-1. It establishes procedures and guidelines for utilizing the 305 RQS Help Desk. It applies to all personnel assigned or attached to the 305 RQS. If clarification is needed for information contained in this instruction, contact the 305 RQS system administrators (305 RQS/SC).

1. Roles and Responsibilities:

1.1. System Administrator and Organization Computer Managers (OCM). System administrators and OCMs ensure servers, workstations, peripherals, communication devices, and software are on-line and available to support customers. They install and configure software and hardware. They add, delete, or modify user accounts. They enforce password control, set permissions, perform security management functions, and coordinate maintenance call-out with the Network Control Center Help Desk. System administrators must thoroughly understand the customer's mission and be completely knowledgeable of network capabilities and limitations and the network security policy. The system administrator's area of responsibility is from the user's terminal to the server, but does not include the network backbone infrastructure components.

1.2. Technical Support Desk Technicians. Technical Support Desk (TSD) technicians are assigned to the 305 RQS/SC and determine the type of reported systems problems within defined response times, report the status of problem resolution to the affected customer, and maintain a historical database associated with problem resolution. They also use a central repository for technical advice and solutions for network systems, software applications assistance, automatic data processing support, hardware exchange, and repair service support.

2. Procedures. 305 RQS/SC is the primary point of contact for all computer issues. SC is the "first line" in problem resolution. The primary function is to assist the customer in resolving any local area network (LAN) or computer related problems. This includes hardware and software problems.

2.1. It has been estimated that over 75 percent of all computer problems can be corrected over the phone when a well-trained technician is on hand. That is our goal here at the 305 RQS Help Desk. We help the customer to resolve their computer problems so that they have the shortest amount of down time.

2.2. 305 RQS/SC is also responsible for procuring all computer equipment and software. SC will recommend the correct equipment to the customer based on their need, available resources, and mission impact.

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