ESCALATION PROCEDURES

If you have reported a problem to the Universal Help Desk and then find it necessary to escalate the problem, please use the following procedures:

1. Contact the Help Desk and request an escalation on your problem. Provide the ticket number assigned and the reason for the escalation. The UHD technician will follow the appropriate internal steps to put the escalation into effect.

2. Contact the Help Desk and request a supervisor call back. The technician will make a commitment for the return call to be placed by the supervisor.

3. The following managers can be contacted directly as required:

UHD/EUC Director
Frank Groom   (414) 789-3797
                      (312) 669-2160

UHD Managers

Illinois -
Pat Hood   (312) 669-2880

Michigan -
Larry Chamberlain   (313) 424-1648

UHD Technical Support Manager

Eileen Westerkamp   (312) 669-2875

UHD HOURS

The UHD is staffed during the following hours:

Monday-Friday 7 a.m. - 12 midnight
Saturday - 7 a.m. to 5:30 p.m.
Sunday - 7 a.m. to 5:30 p.m.

Calls to the UHD after these hours are transferred to the support groups. In the event difficulties are experienced with this procedure, contact the UHD duty beeper:

Illinois - 1 800 SKY-PAGE
            Pin 2776813 or 14

Michigan - 313 714-3661

UHD Addresses:

Illinois -
10 N. E.
425 W. Randolph
Chicago, IL 60606
FAX: (312) 669-2782

Michigan -
A225
23500 Northwestern Hwy.
Southfield, MI 48075
FAX: (313) 424-0440

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QUICK
REFERENCE
GUIDE

Illinois/Wisconsin Clients -
(312) 930-3800

Michigan/Ohio/Indiana Clients -
(313) 424-1111

HELP
THE
UNIVERSAL HELP DESK
Help
YOU

Universal Help Desk

at Ameritech Services

UNIVERSAL HELP DESK

The Universal Help Desk is designed to be the gateway for data center services required by the Ameritech Data Center clients. We will provide the following services:

- Act as the single point of contact for data center services.

- Provide courteous attention to the client's requests.

- Make every attempt to satisfy the requests with the customer online.

- Refer to appropriate resolver groups those requests outside our depth of expertise.

- Follow up on referrals, escalating as required to ensure timely resolution of problems.

- Feedback status at prompt intervals as well as at resolution time.

- Initiate internal programs and updates to our procedures and tools to enhance the services provided.

- Survey our clients to ensure that service is meeting or exceeding our client's expectations and perceptions.

- Provides Touch Tone Automated Help Desk Service (i.e. Outage announcement, etc).

CLIENT PROCEDURES

Before you call, check the following:
Is your device turned on?
Is the brightness turned up?
Is the device plugged in?
Are other devices in your area down?
Are users of multi-session devices accessing correct screen?
Have you verified your logon procedure?

If you are still experiencing problems contact the Universal Help Desk on:
Illinois/Wisconsin Clients -
(312) 930-3800
Michigan/Ohio/Indiana Clients -
(313) 424-1111

Be prepared to provide the following information:

- Terminal ID
- User ID
- Circuit ID
- Application Name
- Your Name
- Your Phone Number
- Your Responsibility Code
- Your Social Security Number
- Error Codes
- Type of Equipment/Model

Please provide a detailed description of the problem, including steps you took and messages that were displayed. The technician will make every attempt to resolve your problem. In the event that the problem is referred, a trouble ticket will be created in ARMS. Please make a note of the ticket number for future reference. You will be called after the problem is resolved to verify that the problem is no longer occurring.

WHEN TO CALL THE UHD

Call the UHD for the following requests:

- Restarting terminals, workstations, NJE remotes and printers

- Logon and Logoff procedures

- Problems with disk, cartridges and tapes

- Application status

- System and system component availability

- Software problems and abends

The UHD will resolve problems and refer those it cannot resolve to the appropriate resolver groups.

The UHD will open an ARMS ticket, track on the status of the ticket and provide updates to the clients at appropriate intervals.

The UHD will close the tickets when notified of the resolution and will call the client.