



Virginia Department of Criminal Justice Services

PTCC HELPDESK PROCEDURE

APPLICABILITY

This procedure is applicable to all requests related to the Pretrial and Community Corrections Case Management System (PTCC) from the following sources:

CUSTOMERS

INTERNAL (DCJS)

LOCAL (Local Probation/Pretrial agencies)

EXTERNAL (Outside the agency, other Criminal Justice agencies, Researchers)

PTCC Help Desk is responsible for:

- Supporting the PTCC software application
- Logging all incidents, assigning a ticket number, and notifying the customer of the ticket number and outcome/closure status
- Initial troubleshooting of incoming incidents
- Identifying and transferring any incidents to the appropriate technician or topic specialist
- Ensuring that a satisfactory resolution has been met

SUBMITTING A REQUEST

- Customer emails (ptcchelp@dcjs.virginia.gov) or calls (1-866-311-1452) the PTCC Helpdesk (email is preferred). If the request is initiated by phone, the customer follows up with an email request within 1 workday, if possible. If applicable, provide a due date for data or report requests.
- When submitting a helpdesk request related to a case, please submit the Case ID number. **DO NOT** submit names or SSNs in your email.

CREATING/OPENING A TICKETS

- A ticket and ticket number will be generated within one work day. Multiple or different requests within one email/phone call may be assigned individual ticket numbers.
- The request will be assigned a priority level (low, medium, high) and a request type as follows:
 - Priority levels:
 - Low**- These issues have a work-around to the problem and are often cosmetic or design issues that cause minor inconvenience
 - Medium** - These issues have a work-around to the problem and will only be addressed after all "high" priority tickets have been closed
 - High** - Urgent – site down and must be addressed immediately
 - Request types:
 - Data requests
 - Rerun existing report request
 - Connectivity issues
 - Deleting or editing
 - Expungements
 - New **global** report requests
 - Hardware questions or help
 - General technical assistance (TA)



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- An email with the ticket number(s) and summary of the request will be emailed to the customer as a receipt of request. Customer should review the summary to ensure that it is accurate and note the ticket number(s) for all correspondence related to the request.
- The request will be assigned to a technician (programmer, other) or, if it is a data request, to the Adult Justice Programs (AJP) Manager. The assigned technician or AJP Manager may consult with the appropriate topic specialist (pretrial, EBP, training, probation, security, other) as needed. The AJP Manager will notify the technician with the data request decision. The helpdesk technician will then assign any approved request to the technician (programmer, other).
- If the technician (or topic specialist) has any questions about the request, they will contact the customer for more information or clarification. If the customer does not respond within 7 workdays, they will be contacted via email as a follow up reminder. If the customer does not respond within 1 workday, the ticket may be closed. The ticket may be reopened at the customer's request once they have responded to the original request for more information or clarification.

Below is an example of the auto-generated email:

From: PTCCHelp [<mailto:PTCCHelp@dcjs.virginia.gov>]
Sent: Friday, February 14, 2014 12:12 PM
To: Customer name
Subject: Ticket 12077 Has Been Opened per Your Request

Summary of ticket # _____

Request to reopen a case

Description

Friday, February 14, 2014 12:10:06 PM by RLEWIS

Hi, I am requesting that case placement #1234567890011 be reopened as the case was closed as a no show. However, it was appealed and we were not originally notified in a timely manner.

Technician Assigned

Elvis Presley

CLOSING TICKETS

- When the request has been completed by the assigned technician (or if the customer has not responded to a request for more information), it is assigned back to the Helpdesk technician to close.
- If applicable, the topic specialist will review the request and ticket before closure.
- After the Helpdesk technician provides the customer with the results, the customer will receive an email notification that the ticket is closed which includes a summary of the request and resolution.