07   Division of Technology Services (DTS) - Overview

When there is a technical problem with a terminal, printer equipment, controller, or modem, first check the equipment manual. Be sure that all electrical equipment is plugged into power outlets, and all switches are turned on.

When the cause of the problem cannot be found, contact a supervisor or site coordinator. When they cannot solve the problem, supervisor or site coordinator must contact the Division of Technology Services (DTS) Customer Service Support Center (CSSC) at their Resolution Center Help Desk.

The Resolution Center Help Desk assists in correcting problems with equipment connected to the host servers. The Resolution Center Help Desk can be reached by calling the Resolution Center Help Desk.

When calling the Resolution Center Help Desk, the user may be asked for any or all of the following information:

- User ID

- Location

    The site code, and the city in which the office is located. When located in Phoenix or Tucson, the street address is also required.

- Equipment Type

    The type of equipment such as terminal, printer, controller, modem, etc.

- Terminal ID

    The Terminal ID displays on the System Sign On/Off Screen. It is suggested that this number be written on a label and placed on the terminal where it will be available.

    NOTE   Some computers access a different Terminal ID each time the user logs on.

- Manufacturer

    The maker of the equipment such as ITT Courier, Memorex, Honeywell, IBM, IDEA, etc.

- Serial Number

  The Manufacturer's serial number (NOT the DES Fixed Asset number).

- DES Fixed Asset Number

  The DES Fixed Asset number is usually printed on a bar-coded sticker displayed somewhere on the equipment.

- Transaction ID

  The Transaction ID of the system being used (HAZT, BAGI, etc.).

- Problem

  A brief description of the problem. A message may display on the terminal screen when the problem occurs. Screen print a copy of the message.

- Printer ID

  The printer ID is needed when the problem is with a printer. Refer to the Network table within LISTCODE for the printer ID or look for a label on the printer. It is recommended that the printer ID number be written on a label and placed on the printer where it will be available.

To avoid costly service calls, the Resolution Center Help Desk Staff tries to solve the problem over the telephone. The local office staff must NOT call vendors. DTS places any service calls. Notify DTS immediately should the equipment begin working normally before the repair personnel arrive. The repair personnel calls DTS after the equipment is repaired. The Resolution Center Help Desk should also be called when there are complaints regarding the service repair personnel.