



# SERVICE DESK IN UNITED NATIONS DPKO

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# Learning Objectives

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- By the End of this session, You are going to familiarize yourself with:
  - Ticketing: UN iNeed
  - Windows Remote Assistance.
  - God Mode.
  - An Application runs slowly.
  - Power button Does not start PC or device.
  - General Troubleshooting tips.
  - Other Common PC issues.

# Ticketing: iNeed

- **UN iNeed Ticketing System:**
- <https://ineedservice.un.org/>
- For
- **Ticketing,**
- **Recording &**
- **Auditing**
- **ONLY ONE unite Login for**
- **Many Enterprise Applications;**
- E.g ICT, Umoja HR, Finance etc



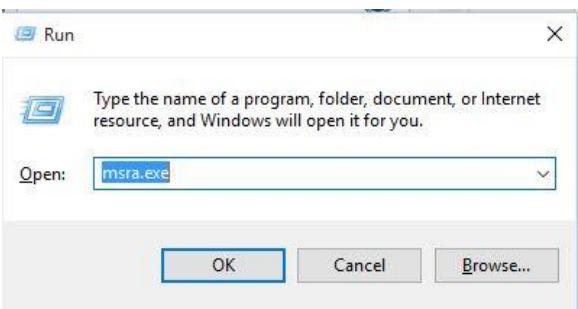
# Quick Assist / Remote Assistance

- Both **End User**, OR, **Support Technician** can initiate the request and **Windows** will **guide** you through the **steps**.
- Windows 10's new "**Quick Assist**" feature possible, as long as you're **both** using Windows 10 with [the Anniversary Update](#) installed.

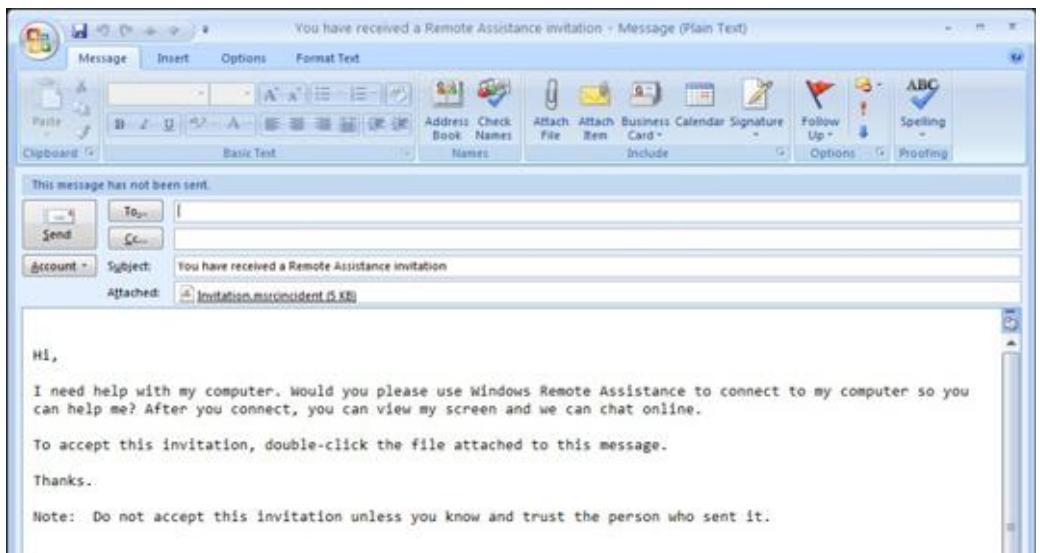
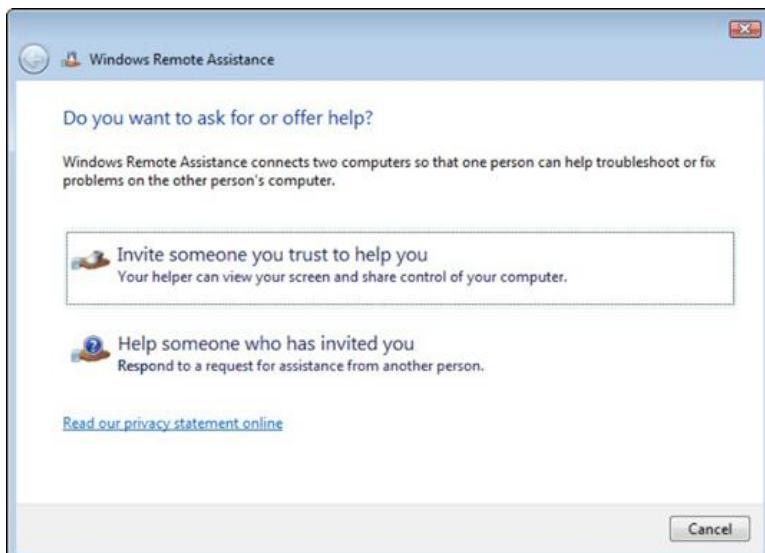


# Quick Assist / Remote Assistance Prac 1

- Windows client OS after Windows XP;
- Run>msra.exe



- Click Invite, Save it and Send invite by mail as Attachment;

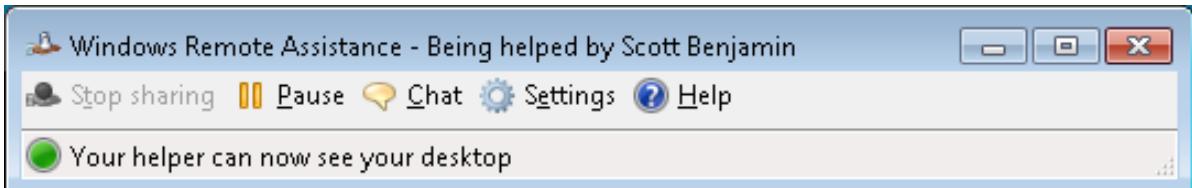


# Quick Assist / Remote Assistance Prac 2

- You must provide your helper the Security Code or password;



- After connection is made, use the tools in the window to control the session. E.g. To adjust settings, chat, pause, cancel, or stop sharing.



# GodMode

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- **God Mode:** Creates a folder which contains shortcuts to the most important and common Windows Tools and Commands.



- GodMode.{ED7BA470-8E54-465E-825C-99712043E01C}



# Problem: An Application runs Slowly

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- **Solution 1:** Close and reopen the application.
- **Solution 2:** Update the application.
  - To do this, click the **Help** menu and look for an option to check for **Updates**. If you don't find this option, run an online search for the particular application update.



# Problem: Power button will not start computer

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- **Solution 1:** Begin by checking the power cord to confirm that it is plugged securely into the back of the computer case and the power outlet.
- **Solution 2:** Make sure it is a **working outlet**. You can plug in another **electrical device**, especially those that have lights or led lights.
- **Solution 3:** If the computer is plugged into a **surge protector or UPS**, verify that it is turned on.



# Any QUESTIONS?

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# General Tips

- **1. Always check all related cables:** For any issues with specific Hardware; Pc, Monitor, Keyboard, Printer, Telephone, Audio, etc.



- **Unplug and Re-plug:** If problem persists.



# General Tips

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- **2. Ticketing, Recording & Auditing (iNeed Ticketing System):**
- **Take notes, screen-shots or record error messages:**
- You may need to use this information later. Sticky Notes, Snipping Tool, Paint, Steps Recorder (Windows 10).
  
- **3. Restart the computer:** When all else fails, **restarting the computer** is a good thing to try. This can solve a lot of basic issues you may experience with your computer.
  
- **4. Using the process of elimination.**
  
- **5. Closing and Re-opening a Program.**

# General Tips

- **6. Continuous building of a knowledge base** and the implementation of a **self-service portal** can save countless hours of dealing with tickets for common issues.



- **7. Sometimes devoting time to educating end users** can save you a lot of work and common end-user issues.

# General Tips

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## TIPS:

- Ask, Ask, Ask!!
- But before you Ask;
- Google, Google, Google!!



# Other Common PC Issues

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- Now Let us look at other Common issues;
- From You, Students!

