



## HELP DESK HOURS OF OPERATION COMPLIANCE COMPONENT

DEFINITION	
<i>Name</i>	Hours of Operation/Availability
<i>Description</i>	The Hours of Operation/Availability compliance component outlines the minimum requirements of hours of operation/availability for a state of Missouri technical help desk to provide timely information and technical support to all state of Missouri customers.
<i>Rationale</i>	Minimum requirements for hours of operation/availability ensure a standard is set for all help desks being operated in Missouri state government agencies.
<i>Benefits</i>	<ul style="list-style-type: none"> <li>• Provides a guideline for all Missouri state government agencies to follow.</li> <li>• Ensures optimal coverage is maintained in all help desk environments.</li> <li>• Expanded service hours for Missouri customers.</li> </ul>
ASSOCIATED ARCHITECTURE LEVELS	
<i>Specify the Domain Name</i>	Systems Management
<i>Specify the Discipline Name</i>	Help Desk/Incident Management
<i>Specify the Technology Area Name</i>	Help Desk Design
<i>Specify the Product Component Name</i>	
COMPLIANCE COMPONENT TYPE	
<i>Document the Compliance Component Type</i>	Guideline
<i>Component Sub-type</i>	
COMPLIANCE DETAIL	
<i>State the Guideline, Standard or Legislation</i>	<p>Technical support shall be available during standard business hours of 8:00 a.m. – 5:00 p.m. Monday through Friday, except on state holidays. Limited technical support <b>may</b> be available before and after standard business hours as deemed necessary by each Agency (perhaps utilizing on-call personnel or automated password reset technologies).</p> <p>The hours of operation of Missouri state help desks may be expanded, restricted, updated or otherwise changed in accordance with Information Technology Services Department policy at any time.</p>
<i>Document Source Reference #</i>	
Compliance Sources	
<i>Name</i>	<i>Website</i>
<i>Contact Information</i>	
<i>Name</i>	<i>Website</i>
<i>Contact Information</i>	

KEYWORDS			
<i>List Keywords</i>			
COMPONENT CLASSIFICATION			
<i>Provide the Classification</i>	<input type="checkbox"/> <i>Emerging</i>	<input checked="" type="checkbox"/> <i>Current</i>	<input type="checkbox"/> <i>Twilight</i> <input type="checkbox"/> <i>Sunset</i>
<i>Sunset Date</i>			
COMPONENT SUB-CLASSIFICATION			
<i>Sub-Classification</i>	<i>Date</i>	<i>Additional Sub-Classification Information</i>	
<input type="checkbox"/> <i>Technology Watch</i>			
<input type="checkbox"/> <i>Variance</i>			
<input type="checkbox"/> <i>Conditional Use</i>			
Rationale for Component Classification			
<i>Document the Rationale for Component Classification</i>	Although most state agency help desks have set hours of operation, it is imperative to have coverage for all agencies during standard business hours to ensure timely information and technical support availability to Missouri customers.		
Migration Strategy			
<i>Document the Migration Strategy</i>			
Impact Position Statement			
<i>Document the Position Statement on Impact</i>	The Hours of Operation/Availability compliance component may have an immediate negative impact on budget due to possible need for overtime or additional employees to cover the minimum hour's requirement.		
CURRENT STATUS			
<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i> <input type="checkbox"/> <i>Under Review</i> <input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>		
AUDIT TRAIL			
<i>Creation Date</i>	8/1/2006	<i>Date Approved / Rejected</i>	10/16/07
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	08/14/2007
<i>Reason for Update</i>			