

## HelpStar 2012 Business Rules and Work Order Routing

We currently are licensed for 66 privileged users/support reps and one concurrent privileged user. Of these we have 66 support reps using our licenses.

We have 183 OU's. An OU is a container that holds specific work orders until the support rep assigned to the OU can complete the work. A support rep can be assigned to more than one OU.

We currently have at each school location one support rep (site tech) except for high schools that have two support reps.

Other locations such as ASC, Transportation and Child Nutrition just to name three are supported directly by the Technology Department.

We currently have sixty active Business Rules and twenty five Service Request types.

When a work order is submitted, the user chooses the Service Request type that most closely reflects the problem that they are having and the work order is assigned to Dispatch. The Business Rules are scheduled to run every one to five minutes, depending on the rule.

When a rule runs, it checks all work orders in the Dispatch OU to see if it meets the defined parameters setup in the Business Rule. If it does, the actions that are defined in the Business Rule are enacted and the work order is assigned to an OU as defined in the Business Rule. If no Business Rule covers the needs of the work order, the work order will stay in the Dispatch OU.

Normally this means that if a person at a school submits a work order, the work order is assigned to the site tech at that school. There are several exceptions to this; any device that the site tech cannot be expected to work on has a Business Rule that sends the work order to an OU that technology personnel only, have access to. Some examples are phone, copier and alarm work orders, to name a few.

The site tech attempts to correct the problem as outlined in the work order and any additional information that the site tech can get from the user submitting the work order. If the site tech is able to correct the problem, the site tech closes the work order. If the site tech is unable to correct the problem, they assign the work order the Level 1 OU.

I assign any work orders that remains in Dispatch or are sent to Level 1 to the OU that I think will insure the quickest response by the best qualified tech.

Upon completion of a work order an email is sent to the submitter asking them to rate the quality of service that was received. This feedback is evaluated in order to make future modifications to our process.