## WAYS TO OBTAIN SUPPORT

Phone Support 8:00 a.m. to 5:00 p.m. • Mon-Fri 215.854.7067 IP Phone Extension: 23101

> E-Mail help@chs-adphila.org

After Hours (Your call will be returned the next business day) 215.854.7067 IP Phone Extension: 23101

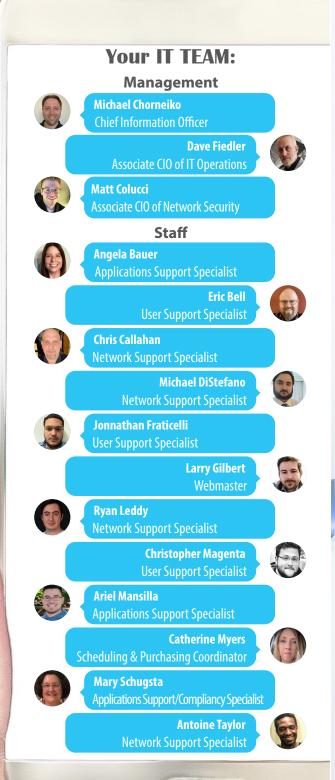
> Web https://help.archoit.org

Submit a Ticket • Request Status • Ask Questions

## **HELP DESK SUPPORT PROCESS**

When you contact Help for support, a work order is generated for your request. Each request is categorized into one of the following priorities:

Critical: entire network is down Urgent: entire site or department is down Priority: standard request for service Priority Purchase: order requests Low: small task with unspecified due date Project Task: task to be completed over an extended period of time



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# Office of Information Technology



### **ARCHDIOCESE OF PHILADELPHIA**



Phone: 215.854.7067 IP Phone Extension: 23101 Email: help@chs-adphila.org Web: https://archoit.org

Hours: 8:00 a.m. to 5:00 p.m. • Mon-Fri

## **Locations Served**

The OIT Department is here to provide technical support and service for the following areas:

## Archdiocesan Administrative Offices Archdiocesan Pastoral Center

#### Catholic Housing and Community Services

- Administrative Office
- Finance Office
- Residents

#### **Catholic Social Services**

- Administrative Office
- Children Services
- Developmental Programs
- Family Services Centers
- Housing & Homeless Services

#### **Nutritional Development Services**

Administrative Office

## **Office of Catholic Education**

- Administrative Office
- Financial Office

## **St. Charles Seminary**

Administrative Office

## **Services Provided**

If you experience a problem with your computer or have a technical question, our OIT staff will be happy to assist you.

- Server, email and web hosting
- Make all technology purchases
- Install, support and remove approved hardware such as Dell computers, printers, Cisco IP phones, and assorted peripherals
- Install, support and remove all approved software
- Onsite repairs
- Network support and security for networking hardware and applications
- Web filtering
- Cybersecurity incident monitoring and response
- HIPAA security awareness training
- IT projects, business continuity, IT grants
- Self-service Knowledgebase
- Application support for client based software and databases

#### ALL SUPPORT ISSUES SHOULD BE REFERRED TO HELP@CHS-ADPHILA.ORG A LIST OF ALTERNATE CONTACT OPTIONS IS AVAILABLE IN THE WAYS TO OBTAIN SUPPORT SECTION.

## **Technology Purchases**

Our OIT team can help you choose and purchase the best equipment and software programs to fit your needs at the best price.

Printers

#### Hardware including:

- Desktops
- Laptops
  Cell Phones
- Monitors
- s Apple
- Tablets

\*For a list of all supported hardware, contact OIT

#### Software including:

- Office 365
  I
- Adobe Acrobat
- MS Office Suite
- obat Other approved applications
- \*For a list of all supported software, contact OIT

#### Communication Devices including:

- IP Phone Systems 
  Copiers
- Fax Machines

• Peripherals

\*For a list of all supported devices, contact OIT

## **Support Methods/Types**

For more information, please submit your questions/requests to: **help@chs-adphila.org** 

Phone Support	Immediate
Email	Immediate
Remote Assistance	Immediate
On-site Assistance	Scheduled