



INSPECTOR GENERAL
DEPARTMENT OF DEFENSE
400 ARMY NAVY DRIVE
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INSPECTOR GENERAL INSTRUCTION 7920.51

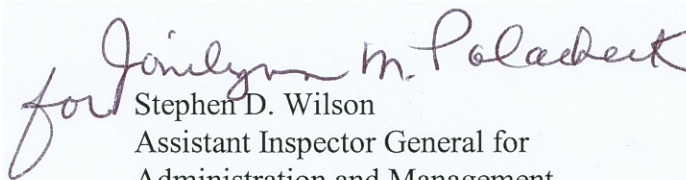
RESOLVING USER PROBLEMS

FOREWORD

This Instruction establishes procedures for Resolving User Problems for the Department of Defense Office of Inspector General. Detailed policies, responsibilities, and procedures are described for giving technical assistance to users.

This Instruction is effective immediately.

FOR THE INSPECTOR GENERAL:


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Assistant Inspector General for
Administration and Management

2 Appendices – a/s

A. **Purpose.** This Instruction establishes procedures for resolving User Problems for the Department of Defense Office of Inspector General (DoD OIG).

B. **References.** See Appendix A.

C. **Cancellation.** This Instruction supersedes IGDINST 7920.51, *Resolving End User Problems*, dated March 22, 2002.

D. **Applicability.** This Instruction applies to the Offices of Inspector General, the Deputy Inspectors General, the Assistant Inspectors General who report to the Inspector General, the General Counsel, and the Director, Equal Employment Opportunity, hereafter referred to collectively as the OIG Components.

E. **Definitions.** See Appendix B.

F. **Policy**

1. Users or designated component contact shall report problems with automated information systems (AIS), regardless of their nature, to the Technical Support Center in the Information Center (IC) of the Information Systems Directorate (ISD).

2. The ISD shall manage efficient and timely user support for all OIG standard hardware and software, network operating software, and telecommunications software, as specified in reference (a).

3. All telephonic, Intranet, electronic mail, (e-mail), and in-person requests for AIS user support shall be recorded, assigned to ISD personnel from start to completion, resolved to the best of ISD ability, and coordinated with or referred to the appropriate organizational components.

4. If the request does not concern AIS, the IC shall refer the requester to the proper OIG component.

5. If the request involves resetting of a password, the user must present positive identification to the Technical Support Center, IC.

6. In accordance with reference (b), if the user is a teleworker, the teleworker is responsible for the installation, repair, and maintenance of all personal equipment, to include equipment and services for non-OIG provided Internet connectivity.

G. Responsibilities

1. The **ISD** shall manage AIS user support.
2. The **User** shall provide the information needed to facilitate resolution of the problem.

H. Procedures

1. When placing an assistance call, making a request via the OIG Intranet, or sending an assistance e-mail, the user or designated component contact shall provide any information that may help the IC resolve the problem. This includes, but is not limited to, who was using the AIS when the trouble arose, whether the system processes sensitive information, whether any error messages appeared on the screen, and what happened just before the occurrence of the problem.

2. If sending the request for assistance via e-mail, the user shall address the message to the Technical Support Center and use Open Call as the subject line.

3. The IC shall provide the requester with the name of the person who will be resolving the problem and the control number of the request within one hour. This will facilitate further interaction on the request.

4. The IC staff member assigned the request shall contact the user within one business hour. The staff member shall discuss and determine the scope of the problem. If resolution is not possible during the initial contact, the staff member shall make an appointment to obtain more information.

5. If the IC staff member must refer the problem to another part of the OIG or to a vendor, he or she shall inform the requester.

6. The ISD shall perform weekly quality assurance/control reviews of user support to ensure timely and adequate resolution. Additionally, the reviews shall check and monitor for OIG-wide systemic AIS issues.

7. The user must present identification when requesting resetting of a password. This may be done by showing the Technical Support Center, IC, representative the user's badge in person, faxing a copy of the user's badge, or in some other way satisfactory to the Director, ISD.

8. In accordance with reference (b), if a teleworker encounters hardware or software problems while performing home-based telework on the OIG furnished resources, he or she should contact the Technical Support Center, IC, for assistance. If the Technical Support Center, IC, is unable to resolve the problem remotely, the teleworker is responsible for transporting the equipment to the traditional worksite. The IC staff member assigned the request shall contact the user within one hour of the receipt of the equipment. The staff member shall discuss and determine the scope of the problem. If resolution is not possible during this contact, the staff member shall make an appointment to obtain more information. If the IC staff member must refer the problem to another part of the OIG or a vendor, he or she shall inform the requester. If

the teleworker experiences hardware or software problems at a telecenter, he or she should first seek assistance from the site. If the telecenter is unable to resolve the problem, the teleworker should then contact the Technical Support Center, IC, for assistance.

9. Resolution of connectivity problems connecting the OIG furnished resources to the OIG Local Area Network (LAN) is limited to ensuring the OIG furnished resources can adequately connect to the OIG LAN from the commercially available dial-up and Digital Subscriber Lines (DSL) located in the Technical Support Center. The IC staff members will not provide diagnostic services or attempt to resolve problems with teleworker's private Internet connectivity subscriptions and services.

**APPENDIX A
REFERENCES**

- a. IGDINST 7950.2, *Computer Hardware and Software Management*, May 3, 2007
- b. IGDR 1400.620, *Office of the Inspector General of the Department of Defense, Telework Program*, December 20, 2001

APPENDIX B DEFINITIONS

1. **Automated Information System (AIS)** is a collection of personnel, procedures, and information resources that is designed, built, operated, and maintained to collect, record, process, store, retrieve, and display information electronically.
2. **Hardware** is equipment supporting an AIS.
3. **Information Resources** are any combination of hardware, software, and telecommunications.
4. **Information System** is the organized collection, processing, transmission, and dissemination of information according to defined procedures, whether automated or manual. It includes people, equipment, and policies.
5. **Software** is a prewritten program that can be acquired to perform a specific task, such as word-processing, desktop publishing, etc.
6. **System** is a collection of people, equipment, policies, and methods organized to accomplish an activity.
7. **User** is a person with authorized access to OIG computers, information systems, and/or information technology resources
8. **User Support** includes diagnosing and resolving problems about operating and using standard OIG hardware, software, telecommunications connected to an AIS, and software applications.
9. **Telecommunications** is any transmission, emission, or reception of signs, signals, writings, images, sounds, or intelligence of any nature by wire, radio, visual, or other electromagnetic systems, in the clear or by cryptographic means.
10. **Teleworker** is an employee who performs officially assigned duties at an alternative worksite either on a regular recurring or on an ad hoc basis. This does not include official travel duty stations or locations where typical field or headquarters work is performed.