FAQs

Q What is the best way to contact OMES for assistance?

Standard Response — CRM Customer Portal. 5-10 minutes from creation to when the case is read and worked.
Lowest Priority — Email. Response may be delayed. It is unmonitored weekends or holidays.
Fastest Response — Call for critical needs.

Q What steps do I take if I do not hear back from the OMES Service Desk or a technician?

There are a couple of options:

1. Communicate with a technician through the CRM Customer Portal. Update the case in real time, and the technician receives a system notification.
2. Call the OMES Service Desk and have the case escalated. The case moves through management and provides results from staff within the same group.

Q If I know who the case needs to be assigned to, can I assign the case directly to them?

No; however, you can specify a person or team through the Customer Portal, email or phone.

Q What is the difference between an incident and a service request?

An incident implies something is broken or about to break. A service request means nothing is broken, but assistance is requested.

Q How quickly can I expect a response?

The OMES Service Desk answers most calls within 30 seconds. Depending on the severity of the case, response time is guaranteed through the Service Level Agreement:

Incident 1: 15 min. response*, 4 or 8 hr. restore based on location.**
Incident 2: 2 hr. response, end of next day restore.
Incident 3: 8 hr. response, 3 day restore.
Incident 4: 8 hr. response, 5 day restore.
Service Request: 8 hr. response, 5 business day restore.
Password Reset: 10 min. response, 20 min. restore.

** Response indicates the time it takes to assign the case to a service provider.*

*** Restore specifies the time it takes to close the case.*

OMES Service Desk *Support*

http://servicedesk.ok.gov
servicedesk@omes.ok.gov
405-521-HELP
866-521-2444

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Getting Started *with the* OMES Service Desk

OMES
OFFICE OF MANAGEMENT & ENTERPRISE SERVICES

omes.ok.gov

Contacting the OMES Service Desk

The OMES Service Desk is the front-line support for all your IT needs. Our goal is to provide the solutions you need when you need them. Our highly skilled and dedicated team is available 24 hours a day, seven days a week.

CUSTOMER PORTAL

http://servicedesk.ok.gov

Problems or requests can also be logged via the CRM Customer Portal tool. However, before you log your first case in the tool, contact the OMES Service Desk by phone to request a temporary password.

Available options in Customer Portal:

- Log cases for yourself or someone else.
- Manage cases created by and for you.
- Search for solutions.
- Close cases.

TELEPHONE

405-521-HELP *or* **(866) 521-2444**

Call the OMES Service Desk:

- For issues that are difficult to describe in an email.
- For high priority calls, such as an outage.

Your call will be logged and assigned to the team within the appropriate field of the problem or request.

EMAIL

servicedesk@omes.ok.gov

Submit a case via email:

- To: servicedesk@omes.ok.gov.
- Subject: Summary of problem or request.
- Body: Enter full description. Screenshots can help.
- A confirmation email will confirm case creation and number.

Inquire about a case:

- Respond to the confirmation email with the case number or call the OMES Service Desk.

NOTIFICATIONS

OMES sends notifications regarding systemwide outages and other topics of interest.

To sign up for notifications:

- Navigate to cio.ok.gov.
- Select OMES – Alerts (Notifications).
- Choose the email option, enter your email address and click submit.
- Check any topic of interest from the list displayed.

You will receive regular updates and outage notifications on the topics chosen.