

## SOP

# STANDARD OPERATING PROCEDURE FOR HELPDESK

**DOCUMENT CONTROL INFORMATION:**

DATE	VERSION	TYPE OF CHANGE	AUTHOR	REVIEWER
24-06-2020	1.0	DOCUMENT CREATED	NEERAJ RATHI	SHIKHA GARG
25-06-2020	2.0	DOCUMENT UPDATED	NEERAJ RATHI	SHIKHA GARG
31-07-2020	3.0	DOCUMENT UPDATED (On last page some generic User Response added)	NEERAJ RATHI	SHIKHA GARG

**DOCUMENT DISTRIBUTION LIST:**

S.NO	NAME	PURPOSE
1	NEERAJ RATHI	CREATER OF THE DOCUMENT
2	RIYA AGARWAL	REVIEWER FROM HELPDESK TEAM
3.	SHIKHA GARG	APPROVER

## I. About the Helpdesk

The help desk of DGET shall receive, log, prioritize, assign, track, escalate, resolve, close and archive queries, answer calls and initiate the triaging and escalation of unsolved issues to the next level.

## II. Helpdesk Parameters:

**a) Modes of communication:** A user can communicate with the helpdesk in two ways:

**i. Phone Number:** Executives shall manage dedicated landline Numbers. Where a user can call and log his issue. Any call made at the helpdesk shall be logged in the ticketing system (HP ASM) along with the action taken and solution provided.

Helpdesk Dial-in: [0124-4419167](tel:0124-4419167)

**ii. Email:** A user can also email to the helpdesk the helpdesk shall respond to the emails received, log a ticket, and record the action taken and the solution provided (if any) for such email.

Helpdesk Email ID: [ncvtmis-msde@gov.in](mailto:ncvtmis-msde@gov.in)

**iii. User logs tickets through HPSM user portal:** This functionality where a user can login with dedicated user id and Password in HP ASM Tool and log a complaint, now a days this option is being used mostly and helpdesk team get notification for each new ticket logged and start working.

HPSM User Portal: <https://help.ncvtmis.gov.in/sm/ess.do/>

**b) Support Levels:** Two levels of support shall be setup at the helpdesk. A query can be escalated to the next higher level (Application team) manually in case it requires a technical intervention.

### Level 1:

This level of support is where the user phone calls/e-mails requests are logged into the Help Desk. This shall be manned by the helpdesk executives positioned at the helpdesk.

### Level 2:

This level of support shall be defined as per the Ticket category. For example, for all technical queries, Application team/IT Team shall be the Level 2 contact. For all departmental/process related queries also, the respective teams shall be the Level 2 contacts.

In addition to the two support levels, the helpdesk shall also have two other roles which are as follows:

- i. **Helpdesk Team:** The helpdesk team shall maintain strategic control over the helpdesk. All basic queries related to flow, understanding, process, login issue shall be resolved at helpdesk level. It shall be his/her responsibility to ensure immediate closure of such tickets.

- ii. **Helpdesk Team Lead:** Application team shall maintain operational control over the helpdesk. He/she shall ensure that the helpdesk functions as per the defined rules. He/she shall also be responsible for user management of the ticketing software.

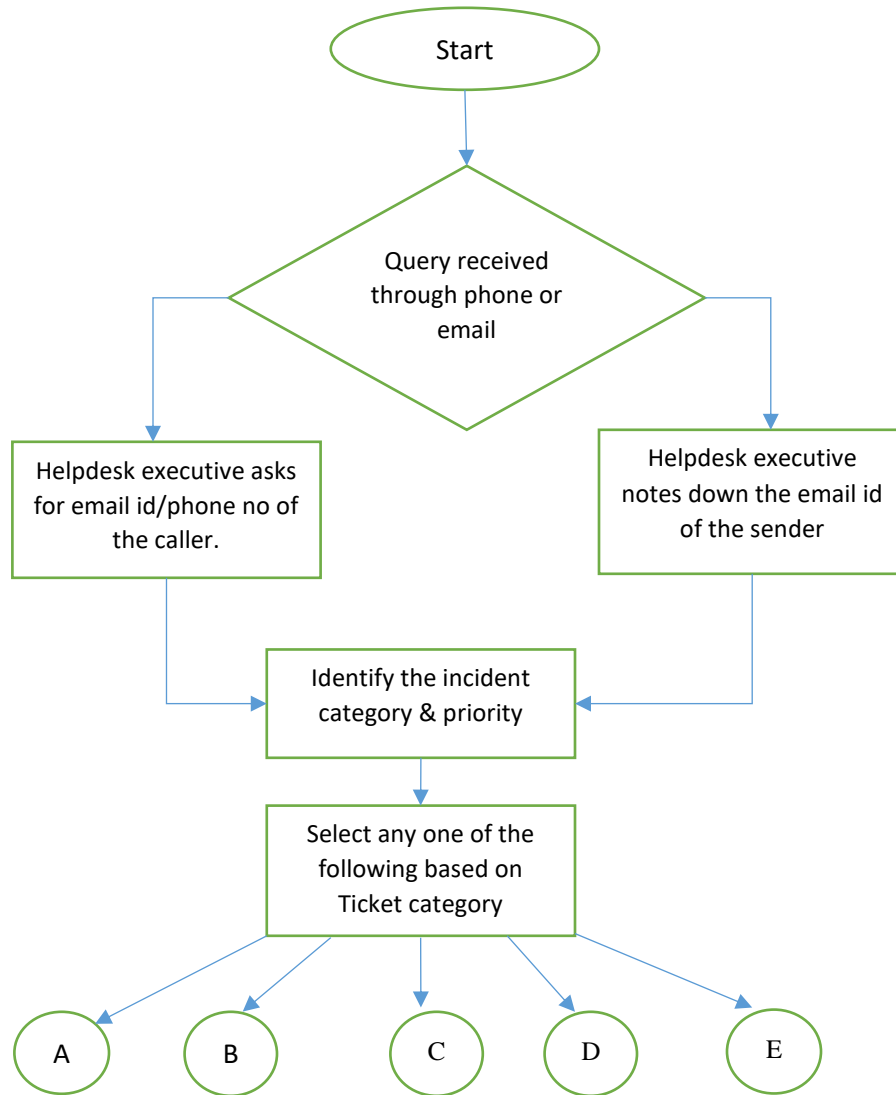
To do before passing ticket to Application team:

- Helpdesk team should try to ensure about user information.
- Helpdesk team should be able to capture all the relevant details from the customer for ex: If customer asking for some student data, there should be student registration number, Trade etc.
- Helpdesk team should make sure to ask and verify the proper screenshot with current data and time also ensure the screenshot shared should be relevant to complaint.
- Helpdesk should be capable to handle basic issue at their end and no such ticket should move to application team which can be solved as user end.
- Helpdesk team should communicate the time in resolving issue as per agreed SLA, No false commitment.
- Helpdesk team should be in sync with the application team and should be aware about all the deployment of new functionality.
- Helpdesk team should ensure to take KT from application team for the newly added functionality.
- Helpdesk team knowledge should be appropriate and updated.
- After every deployment helpdesk lead to ensure proper training to entire team about new implemented functionality.

**c) Ticket Category:** Following categories of Tickets are envisaged to be logged at the helpdesk. Each Ticket category shall have its independent process of resolution as defined in the 'Standard Operating Procedures' section of this document.

**Helpdesk ticket Category Description:**

- A. Technical: Problems of technical nature pertaining to the DGET web portal.
- B. Process Related: Queries related to department specific processes, regarding application for services, documents required.
- C. Grievances: Call pertaining to grievances/ complaints/ governance and others matters.
- D. Suggestions/Feedback: Any suggestions or feedback received regarding the services provided by DGET.
- E. General Enquiry: An enquiry pertaining to the services offered by DGET.



**d) Ticket Priority:** Issues logged under any category shall be classified under one of the following categories:

Category Description:

**1. Urgent (Critical Impact)**

- Any issue impacting significant group of users.
- Any show stopper issue impacting a single user.

**2. High (Significant Impact)**

- Non critical but significant issue impacting a single user.
- Issue degrading the performance or reliability of the system.

**3. Normal (Minor Impact)**

- Any issue which is important but does not require immediate action.
- Issue does not prevent the normal operation of the system.

**4. Low (Informational)** Issues consisting of any general enquiry about the Portal or its Usage.

**e) Resolution Time:** Resolution time is the time within which a ticket is ought to be closed after providing resolution of the query to the user. This shall be measured as per the 'Normal Business Hours' of the helpdesk and shall be as mentioned below:

Standard Operating Procedure for Helpdesk:

- Urgent 4 business hours.
- High 8 business hours.
- Normal 16 business hours to 32 business hours.
- Low 32 business hours 40 business hours.

\* 8 business hours = 1 working day

**f) Normal Business Hours:** The Normal Business hours for Helpdesk says 06:30AM - 10:30PM, 7 days open (except for public holidays where Wipro & Customer both declares holiday) 16X7 support.

**III. Knowledge Management:**

A preliminary set of FAQs along with the corresponding canned responses shall be prepared before beginning the operations of the helpdesk. This database of questions and answers shall be maintained and updated regularly by the helpdesk operations Lead based on the queries received at the helpdesk. This content may also be published on the DGET web portal for the convenience of the Visitors on the web portal.

#### IV. Stakeholders

The helpdesk shall have the following stakeholders:

**a) Complainants:** The complainants are the individuals contacting the helpdesk for any query/concern/complaint/grievance. They shall receive an email upon the registration of their incident with the helpdesk. A ticket number shall be sent along with the email to enable the complainant to track their respective complaint.

**b) L1 Support (Helpdesk Executives):** This group of users shall log any query/concern/complaint/grievance received either through telephone or email within the helpdesk in order to generate a ticket. These users shall be able to perform the following functions on any tickets open at their level:

- Provide any comments/updates on the ticket.
- Upload any supporting document related to the ticket.
- Forward the ticket to L2 in case it is not resolvable at L1.
- Close the ticket.

**c) L2 Support:** This group of users shall be able to view any ticket marked to them either by L1 or automatically by the system. These users shall be able to perform the following Functions on any tickets open at their level:

- Provide any comments/updates on the ticket.
- Upload any supporting document related to the ticket provided by the Complainant
- Close the ticket

Standard Operating Procedure for Helpdesk:

**d) Helpdesk Operations Lead:** This user shall have access to all open tickets and shall be able to perform the following functions on the tickets:

- Log a new ticket.
- Provide any comments/updates on a ticket.
- Upload any supporting document related to the ticket.
- Forward the ticket to L2 in case it is not resolvable at L1.
- Close the ticket

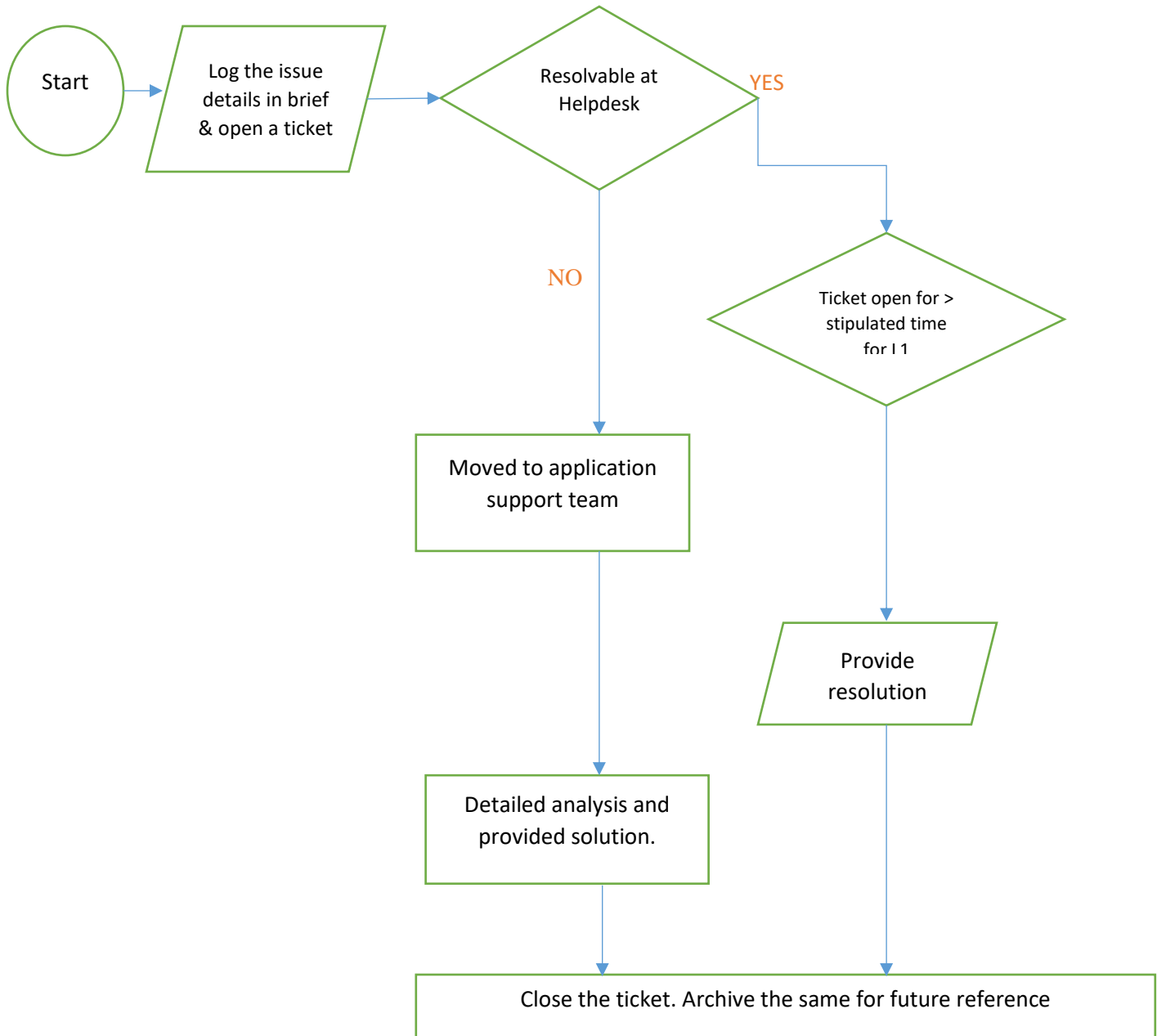
In addition to this, this user shall also have the rights to create, modify and delete users in the helpdesk system & update and maintain the knowledge management system of the helpdesk.

**e) Application team Lead:** This user shall be have access to all open tickets after getting transferred from Helpdesk team. In addition, the user shall be able to perform the following functions on the tickets assigned to him/her:

- Provide any comments/updates on a ticket.
- Assigning team to application team member.
- Upload any supporting document related to the ticket.
- Close the ticket.



**Ticket Assignment Logic:**



Kindly follow below standard messaging while updating Ticket for better user Experience.

**1. Message to end-user Post changing status (Pending for Deployment):**

*"Dear Sir/Madam, Thanks for your support and cooperation, we would like to inform that issue have been identified by our technical team and it will be resolved by Date <Next Morning of Deployment Date>."*

**Note:** Please confirm deployment date and ensure that your ticket changes is going in the deployment, after that only mentioned Deployment Date.

**2. At the time of closing ticket after 3<sup>rd</sup> reminder**, status "Pending for user inputs", we can put below standard Message.

*"Dear sir/Madam, Thanks for contacting DGT Support. Since we have not received any input from your end after 3<sup>rd</sup> reminder, we are closing the Ticket as per the Process. Request you to raise a new ticket with required information for better solution."*

## FAQs

## DGT User FAQs

**1. Issue with Apprenticeshipindia.org:**

Portal has been changed and we do not support Apprenticeshipindia.org. Kindly contact to this portal's helpline number.

**2. Now, mobile number update utility is available for mobile number correction for students on below path of Establishment login.**

**Apprenticeship → Apprentice → profile → edit contact number**

**3. How to delete apprentice data and ITI data?**

We do not have any access for deletion / modification of data.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in → about us → Who's who**

**4. Edit Establishment profile:**

Kindly edit your establishment profile by login to MIS Portal. You can edit your bank details etc. in establishment profile.

**5. Where I have to check the Apprentice AITT Result related issue?**

We do not have any Apprentice AITT Result information.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in → about us → Who's who**

**6. How to download Apprentice certificate and mark sheet?**

You can download mark sheet and certificate from **apprenticeship.gov.in → Apprentice → Trainee profile**

**7. How to register in the apprentice portal without pass out from ITI?**

You can register for the apprentice with candidate type select "result awaited".

**8. How many candidates are eligible for apprenticeship in particular establishment?**

Establishment can recruit 10% of its whole employees for apprenticeship.

**9. Establishment user logging to NCVT portal:**

If you will login to **ncvtmis.gov.in** website, it will show locked. Please login right website i.e., **apprenticeship.gov.in**.

**10. How to terminate the contract?**

Kindly contact to respective establishment.

**11. ITI trade is showing inactive in the portal. How to rectify?**

We do not have any access for restoration of deleted login ID or creation of the same.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in → about us → Who's who**

**12. User want to affiliation of trade, what is the process of trade affiliation?**

We do not have any access for activation / affiliation of ITI trade.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: [dgt.gov.in](http://dgt.gov.in) → **about us** → **Who's who**

**13. How to upload ITI trainee data on NCVT portal?**

Please be informed that once data uploading link will be enabled, user would be able to upload data on NCVT portal.

**14. Data uploading link is not showing in the portal.**

Data upload schedule is closed. DGT will share new schedule for data uploading. Then, you can complete your pending uploading/error correction task.

or

You can download template and upload data through creator login:

**Menu → SPIU → Academic → Upload admitted trainee**

**15. During data upload, error “institute not affiliated with selected trade” is shown. What is the resolution?**

Kindly see your affiliation / De-affiliation details from [ncvtmis.gov.in](http://ncvtmis.gov.in) → ITI → ITI Search

- If your trade is affiliated, then select your trade from drop down list only.
- If your trade is not affiliated, then contact to DGT for affiliation and after that upload the Trainee data.

**16. How to check Trainee data file status?**

Kindly login by **Creator MIS → ITI → Academic → Upload admitted trainee detail → View trainee file status**

**17. Examination Fees Related issue:**

Please be informed that you cannot submit your examination fee after last date. Kindly contact in DGT regarding the issue.

**18. Hall Ticket Download / Print:**

Kindly contact your respective SPIU for Hall Ticket generation.

After generation, there is a process of Hall Ticket preparation which is a back-end activity which occurs every night. After this activity, you can download/print your Hall Ticket.

You can download Hall ticket by **login MIS → central MIS → SPIU report → useful report**

**19. How to download ITI Trainee mark sheet / NCVT certificate?**

You can download all semester mark sheets and certificates from

[ncvtmis.gov.in](http://ncvtmis.gov.in) → Trainee → Trainee profile.

**20. How to do correction in ITI certificate and mark sheet?**

We do not have any access for correction in the certificate and marks sheet.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: [dgt.gov.in](http://dgt.gov.in) → **about us** → **Who's who**

**21. Trainee profile shows “authentication failed error”. OR What is the process for Mark sheet /NCVT certificate correction?**

Kindly contact your respective ITI regarding issue (to check trainee detail).

**22. Result Related:**

We have no information regarding this. Once, result will be declared, it will be updated on portal & you will be informed. You can contact your respective ITI / Establishment for the same.

Kindly contact your respective SPIU for all the consolidated exam related issues. Your SPIU will contact NPIU (Examination cell).

**23. Grievance Pending:**

Kindly contact to your establishment, they will contact to approving authority regarding this issue.

**24. How does a user can register a Grievance or view his grievance status?**

Login into MIS using NPIU. Navigate to

**Menu -> Apprenticeship -> Grievance -> Grievance Details -> Dashboard for NPIU**

Click Submit.

Count of All grievance that are forwarded by Approving authority and Closed Grievance will be displayed.

**25. What is the solution for Error Occurred in DGET MIS Portal / Invalid Request / Requested resource not found?**

Kindly check your internet connectivity and try after some time as portal is working fine. However, this issue might have occurred due to heavy load on server. Kindly try during non-peak hours i.e. after 6 PM.

Due to heavy traffic on portal, we suggest you to:

- Avoid uploading the data during peak hours.
- Upload the data in smaller groups.

We regret the inconvenience caused. Currently there is some problem on the system. Our team is trying to fix it as soon as possible.

**26. What I have to do, if contract is pending from RDAT or AAA?**

Kindly contact your RDAT/AAA through establishment.

**27. What is the process to change “UID already exist” or “mail ID already exist” case?**

As per schedule: Kindly contact to ITI Cell / AT Cell regarding this issue.

**28. Email ID & phone no is incorrect of internal login user on NCVT / Apprentice portal.**

If you are able to login, you can edit details by yourself. If not, you need to take approval from DGT to update details in your MIS login.

**29. Login user account locked. How to unlock?**

User can unlock the account self by OTP verification. Kindly follow the process manual of account lockout.

**30. If any person not a registered user for DGT / ITI asks for credentials for any portal:**

Please be informed that login id and password is only for internal users such as ITI or establishment. If you are not among them, then you will not get any kind of login credentials.

**31. When mails are received without complete information:**

Kindly elaborate your problem and fill below details:

Name	Candidate / ITI / Establishment
Registration no	Candidate / ITI / Establishment
Issue	Page / link where issue is faced
Details of the issue	
Snapshot	Please attach the error screenshot of the issue

**32. Contact no of DGT/ SPIU/AAA:**

You can find mail id and helpline number of DGT from below mentioned path:

**dgt.gov.in → about us → who's who**

**33. Student Support:**

This helpline is not for student's support. So, kindly contact to your respective establishment / ITI for your query.

**34. What is the contact of DGT?**

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in → about us → Who's who**

**35. Ticket Logging:**

Kindly log the ticket on HPSM portal for resolution. <https://help.ncvtmis.gov.in/sm/ess.do/>  
**HPSM login ID:** First time login without password.

User can unlock and reset the password with OTP option. Manual already shared to all user.

