Stockbridge-Munsee Community/North Star Casino

MIS Daytime Work Flow Procedure

Help Desk:

Help Desk/Website Personnel:

Jess Boyd

Randi Grant (Help Desk backup)

Technicians:

Randi Grant

Rosemary Warrington

Ralph Kizewski

Travis Spice *(Intern)*

Norberto Vargas *(A/V Technician)*

Level Two Technicians:

Pam Huck

Robert Kosowski

Level Three:

Jesse Fenn

Level Four:

Vendors: Source One, Bally's, HDS, RMM

IT Administration:

Level Two Network Technicians:

Jesse Fenn   (Frontier backup)

Robert Kosowski (Frontier/WAN circuits)

Applications:

EHR/Health Center:

Jerusha Kosbab

Rajeev Ranjan (Backup)

Great Plains/ SQL database:

Rajeev Ranjan (Great Plains)

Kathleen Duffey (SQL)

Bally Technicians:

Patrick Waukau

Norberto Vargas

Business Analyst/Project Management

Corey Seay

Mary Thao

IT Leadership Team:

Management Team:

Mary Thao

Shane Gollnick

Rob Kosowski

Pam Huck

Jess Fenn

Help Desk Phone Numbers:

Casino: 715.787.1705 Inside Casino; outside 715.787.3110 ext. 1705

Tribal: 715.793.5155 Tribal

Help Desk Email Addresses:

It.support@northstarcasinoresort.com

Help.desk@mohican-nsn.gov

Procedures

During working hours, end-users are to place work orders through the two email addresses for non-emergency issues.

If the issues involve their email or is a critical situation that involves immediate response time; the client should contact the Help Desk at one of the two numbers listed above.

By routing all calls through the help desk; the work orders will be routed to the next available technician for assessment of the issue. This also allows the help desk to best track your work orders so we provide the best level of support for the organization.

If the issue is something that can be addressed by the help desk personnel; they can take care of the issue immediately or forward to an available technician; depending on workload at the time (i.e. password resets)

If the IT support person is out for the day, the backup will assume the role of the support. If both are out for the day; the help desk leads, Pam Huck and Rob Kosowski will route appropriately and/or support.

MIS staff at all levels should encourage their clients to submit work orders through the help desk, rather than calling personal numbers. This should establish a regulated flow, accurate tracking of work orders, and resource allocation for support.

If a technician receives a work order and is having issues resolving it after two hours; they should contact second tier support for guidance or possible escalation. The technician should not escalate without at least attempting to research the issue by looking at the IT knowledgebase and documentation. Level Two technicians should always be available to Level One technicians for further assistance as a team.

Never under any circumstances should the end-user be asked to call the second tier person. The work order should be escalated and communicated directly to the successor of the work order. The work order should be escalated to the second-tier technician along with an email stating steps already taken; and reason for escalation. Place a phone call or if needed face to face if the work order is complex and hard to explain in email.

All work orders need to be documented in Track-it, until we have another work order system in place.

All new issues and solutions need to be properly documented in SharePoint, as this is available to all team members whether at the casino or onsite at Admin.
https://mohicansmc.sharepoint.com/SMC%20IT%20Team%20Site/SitePages/Home.aspx

 If it's a frequently reoccurring issue; forward to Rob Kosowski for addition into our team app.
https://app.igenapps.com/2149726

Please close completed work orders and add time worked so that work orders can be properly tracked.
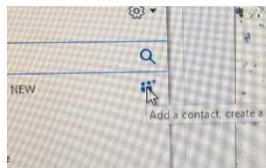
All technicians should be connected to our Skype for Business. Because of limited coverage in many buildings, this can be the quickest source of communication, especially between technicians and the help desk personnel. Follow steps to log into Skype for Business and add IT staff.
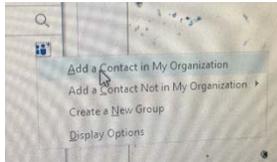
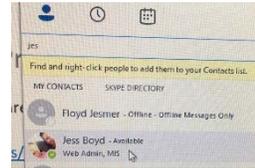1. Click Skype for Business icon

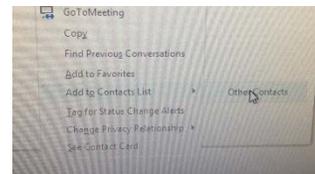2. Enter office 365 account info

3. Click Add contact icon

4. Click "Add a Contact in My Organization"

5. Search staff name

6. Right Click on person's name and click "Add to Contact List" then click "Other Contacts"

Escalation guidelines:

Health Center issues concerning EHR should always be directed to either Jerusha or her designated backup.

All hardware, printer, phone and network issues should be directed out through the help desk.

Great Plains issues should always be directed to Rajeev Ranjan.

AV issues at the casino should be directed to Norberto Vargas.

Mitel phone issues and WAN Circuits should be reported to Rob Kosowski.

Jesse Fenn will receive escalated network issues that have first been assessed by a technician; unless it is a wide area issue involving multiple services/departments or a building. If it is a wide area issue; it should be forwarded to him by the help desk immediately for assessment.

All Bally's related issues should be sent to Patrick Waukau or Norberto Vargas.

All Web issues and Tribal website issues should be sent to Jess Boyd.

Cell phones requests and issues should be sent to Pam Huck.

All Casino website requests should be forwarded to Tim Wilke at the casino. tim.wilke@northstarcasinoresort.com

Stromberg issues, if called in; should be referred to Tammy Wyrobeck. tammy.wyrobeck@northstarcasinoresort.com

Tribal website updates, Tribal member website updates and social media posts for the Tribal Facebook page should be directed to Jess Boyd.

jess.boyd@mohican-nsn.gov.

Staff Cell Phone Numbers

Corey	715-304-6011
Jess	715-701-1997
Jesse	715-851-4062
Mary	715-881-2550
Norberto	715-304-8312
Pam	715-853-1451
Patrick	715-301-3558
Raj	715-524-3136
Ralph	715-851-4063
Randi	715-851-9513
Rob	715-881-1252
RoseMary	715-851-0636
Sarah	715-881-1498
Shane	920-277-1412
Travis	715-881-1163