



FAQs



What is the best way to contact OMES for assistance?

Fastest Response—Call (for critical needs)

Standard Response—Self Service (5-10 minutes from creation to when the case is read and worked)

Lowest Priority—Email (may take several hours and is not monitored on weekends or holidays)



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

There are a couple of options for a solution:

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



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

No; however, you can specify an individual or provider group through CRM Self Service, email or phone.



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.



How quickly can I expect a response?

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

Incident 1: 15 min response*, 2 hr restore**

Incident 2: 2 hr response, 4 hr restore

Incident 3: 8 hr response, 7 calendar days restore

Service Request: 8 hr response, 5 business days 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

Information Services Division
3115 N. Lincoln Blvd.
Oklahoma City, OK 73110
(405) 521-2444
servicedesk@omes.ok.gov
<https://helpdesk.ok.gov>

Getting Started

with the

OMES Service Desk



OMES

Information Services Division

Contacting the OMES Service Desk

The OMES Service Desk is your 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.



TELEPHONE

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

Why Call?

- 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 provider group 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: Enter a brief summary or nature of the problem or request.
- Body: Enter full description here. Screenshots aid in the explanation of the problem.
- You will receive an email confirmation stating a case was created and the case number.

Inquire about a Case

To inquire about a previously submitted case or get additional information:

- Include the case number in an email to servicedesk@omes.ok.gov, or
- Respond to the confirmation email previously received with the case number



CRM SELF SERVICE

<https://helpdesk.ok.gov>

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

Available Options in CRM Self Service

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



NOTIFICATIONS

OMES sends notifications regarding system wide 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.