Service Desk Certification

Your IT Service Desk is proud to be **the first** NHS Service Desk in England to achieve 3-star certification from the **Service Desk Institute (SDI)**.

Following a rigorous auditing programme to assess the service against an international framework of standards, Informatics Merseyside secured 3-star certification in 2014, demonstrating the Service Desk's commitment to providing an enhanced IT support service, which is in line with best practice industry standards.

Our Service Improvement Programme will ensure that the service provided remains customer focused and delivered to a high standard. Find out more about what is involved as part of the certification process, by visiting: www.servicedeskinstitute.com

Find out more about your IT Service Desk by visiting our website at:

www.imerseyside.nhs.uk

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Informatics Merseyside

Your IT Service Desk

Useful contact information & guidance

Your IT Service Desk

Your IT Service Desk is managed by Informatics Merseyside and is one of the largest 24/7 IT Service Desks in the NHS.

As a busy healthcare professional, every minute matters when you have a problem and that's why we are committed to delivering excellent customer service by employing highly skilled staff, who are able to quickly and effectively solve many of your enquiries at the first point of contact.

What is the role of the Service Desk?

Your IT Service Desk is responsible for handling IT incidents and service requests.

An incident is anything that causes disruption to how a service usually operates, which might include being unable to access a software application, or problems with computer hardware. As an **accredited** service, the Service Desk is able to log incidents with national system suppliers, helping to speed up the resolution time.

Requests for new services, such as a new e-mail account or equipment, are also handled through the IT Service Desk for action.

How do I contact the Service Desk?

Did you know that you can log your IT incidents online?

For incidents or service requests of a **non-urgent** nature, you can save time by logging your request online using the IT Service Desk Request Form. This form can be accessed by clicking on the icon on your computer desktop or by visiting: http://servicedesk-contact-us/

If your request is of an **urgent** nature or you require an update on an existing request, please contact your IT Service Desk by telephone.

The telephone number for your IT Service Desk can be found by clicking on the icon on your computer desktop or by visiting: http://servicedesk-contact-us/

Handy hints and tips

Before contacting your IT Service Desk…

- Ask your colleagues if they are experiencing the same issue. If so, has the problem already been logged?
- Make a note of any error messages being displayed
- Check all cables and plugs
- Make sure the Caps Lock is turned off when experiencing problems with passwords
- When trying to print, check that the correct default printer is selected. If so, check the warning lights on the printer, which might indicate a paper jam, toner required etc
- Try restarting your computer
- Decide whether or not the incident is urgent. If so, contact your IT Service Desk by telephone. If it is non-urgent, please log your request online using the icon on your computer desktop or by visiting: http://servicedesk-contact-us/

What information will I need to provide?

When contacting your IT Service Desk, please have available as much **relevant information** as you can with regards to your fault or service request.

This might include: Smart Card details, cost codes, asset numbers, any troubleshooting already performed or error messages where appropriate.