

MBF/FLG IT Helpdesk

Document Goal: To provide information on how to submit issues and the functional levels of MBF/FLG IT Helpdesk.

Helpdesk overview:

MBF/FLG' Information Technology department is here to provide IT services to MBF/FLG and its partners. Our focus is customer service, timely response/resolution, and 99.99% uptime for critical business services. IT Helpdesk Support is provided by a 3rd party [TruelT](#).

Requesting Support:

There are multiple methods to create support requests.

1. **Phone** – Calls will be put into a call queue following first in first out.
Phone: (941) 202.3669
2. **Email** – help@matterbrothers.com – This will automatically create a ticket under your account. When an email is sent you should receive a confirmation with a ticket number.
3. **Ticket Portal** – <http://help.matterbrothers.com> – You can log into the Helpdesk portal to check statuses on existing incidents, submit new requests, update your tickets, and check for existing outages. There is also an existing knowledgebase that contains fixes for common issues.
4. **EMERGENCY/CRITICAL REQUESTS** – In the event of an emergency (see priorities and response times) please visit the portal to submit a CRITICAL incident or call the support number and follow the prompts for a critical emergency.

Hours of operation:

The Helpdesk operates during standard business hours of 8AM-5PM EST. During business hours all response times will be adhered to. The Helpdesk is available 24/7/365 in the event of an emergency incident.

On-site support:

On-site support will be handled by a combination of in-house staff at MBF/FLG and a team of outsourced contracted technicians. On-site service can be dispatched out anytime depending on the priority. When a technician arrives on-site require them to confirm the work order number or ticket number to verify they're authorized.

What type of IT issues should I report?

Please report any type of technical question, problem, or concern. Below are some examples:

- Slow PC, virus, popups
- Network outages and connection issues
- Technical Storis issues or other business software
- Needing new technology, moving hardware, or upgrading existing.
- Credit card reader technical issues (not banking)
- Software training, technical training, and resources.

Priorities and response times:

Priority	Definition	Response Time	Resolution Time
Critical	Affects more than five individuals; or is mission critical and there is no workaround available. Examples: E-Mail services are not functional; network is not available; classroom computing technology is not functioning pending a class.	Within 30 minutes.	Within 4 hours.
High	Affects one to five individuals, no workaround available. Examples: Computer with critical data won't boot; store internet is down; unable to process sales.	Within 2 hours	Within 1 day
Medium	Affects fewer than five people, workarounds available. Example: Can't print invoices from printer A but can print to printer B.	Within 4 hours	Within 1 day
Low	No effect on productivity, or unsupported software. A service request that does not require immediate attention or involves long range planning. New feature requests. Example: Monitor showing black/white instead of color.	Within 8 hours	Best Effort

Team contacts and roles:

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Helpdesk - TrueIT

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