Fresno Regional Workforce Development Board

A proud member of America's Job Center of California^{SM} Network

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Blake Konczal, Executive Director

Information Bulletin

FRWDB IB # 06-08 Revision F   **Date Released: July 20, 2023**
To: All Fresno Regional Workforce Development Board Providers of Services
From: Blake Konczal, Executive Director
Effective Date: July 20, 2023
Subject: Technology and Facilities Support
Applicable Program: All
Revision History: Initial Release – 12/4/08, Rev B – 3/1/13; Rev C – 3/6/14; Rev D – 7/15/15; Rev E – 7/1/21

This Revision F updates the guidance as a result of changes due to the movement of the Youth Program Service Providers into the AJCCs and onto the FRWDB network.

Facility and Technology Support

The Workforce Connection Help Desk is the focal point for all facility and technology-related requests. This includes but is not limited to lost or new ID badges, lighting or plumbing issues, etc. for facilities and problems with personal computers (PCs), telephones, email, etc. for technology. The requestor will submit a request utilizing Workforce Connection's Help Desk application if on our network or via email if the requester is a partner. The application will create a work order trouble ticket and route the ticket to the appropriate personnel to resolve. After the work order trouble ticket has been closed, the Help Desk will notify the requestor via email that the work order trouble ticket has been completed or closed.

If the request is an emergency and requires immediate assistance, the requestor is to call the Help Desk at (559) 230-4444.

Instructions on how to create a work order ticket can be found, beginning on Page 2.

New and Departing Staff (AJCC locations only)

Each Provider of Service will utilize the Workforce Connection Help Desk application for any staffing-related requests such as new or departing employees. The Help Desk application has a help request type labeled "HR – Employees" with additional sub-categories to select depending on the need. The "HR-Employees" request type will only appear as a category if you are authorized by your organization to have this access. Instructions on how to submit this type of work order will be sent to authorized personnel.

WIOA partners are to email the Workforce Connection Help Desk at helpdesk@workforce-connection.com for any facilities or telephony related requests. The email needs to contain:

- Agency Name
- Full Name (First and Last)
- Description of Request.
- Phone Number

For new or departing employees, the email MUST contain:

- Agency Name
- Job Title
- Cubicle or Office Number
- Phone Number
- Starting or Departing Date
- ID Badges **MUST BE** collected for all departing employees.

Only Managers can submit requests for new or departing employees.

If the request is an emergency and requires immediate assistance, the requestor is to call the Support Desk at (559) 230-4444.

How to Create a Help Desk Work Order Trouble Ticket

1. Locate the Help Desk icon on your desktop and click to open the application.

2. Login into the Help Desk application with your email and network password.

3. Create a new Help Desk Ticket by using the drop-down menu.

4. Fill in the requested information for each box
   - Request Type
   - Subject
   - Request Detail
   - Location
   - Room
   - Attachments of Files or Photo if needed
   - Department if it applies to the location

Help Request

Request Type	IT Support ▼	Computer/Laptop ▼
Instructions	Describe Problem or Request	
Request Detail	Example	
Location*	Manchester ▼ ⓘ	
Room*	⦿ Cubicle/Office ◯ Resource Room ◯ Other ⓘ	
Attachments	Add File	
Department	Manchester ▼	

5. Click the save button, this will create the Help Desk work order ticket and the application will dispatch the work order to the IT Department or the General Services Department.

This WIOA, Title I-financially assisted program/service is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to people with disabilities and/or limited English proficiency.