

IMB Client Services

Line of Business Application Support

Contact Information

Email – TRANHQITRequests@gov.bc.ca

Website – <http://gww.th.gov.bc.ca/imb/>

Hours of Operation

8:00 a.m. – 4:30 p.m.

Contact IMB Client Services for

- Access to Ministry applications and ID administration
- First point-of-contact for Line of Business (LOB) application support, such as:
 - Photolog (PLG)
 - Snow Avalanche Weather System (SAWS)
 - Bridge Management Inventory System (BMIS)
 - Capital Program System (CPS)
 - Rockfall Hazard Rating System (RHRS)
 - Progress Estimating System (PES)

For a complete list of Ministry applications visit <http://gww.th.gov.bc.ca/imb/>

Self Help

Contact Information

Website – <https://77000.gov.bc.ca>

Hours of Operation

24 x 7

Log in to this Website to

- Update your phone, fax or address information in the GAL (Outlook's Global Address List).
- Reset your IDIR ID password.
- Submit an Incident Ticket to the Helpdesk.

Manager, Client Services

Jeff Dorion

Phone – 250.387.9084

Email – Jeff.Dorion@gov.bc.ca

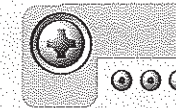
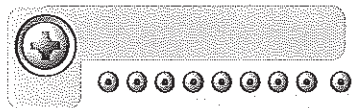
IMB Client Services

Access to IT Services

TRANHQITRequests@gov.bc.ca



Ministry of
Transportation
and Infrastructure



WTS Helpdesk

(7-7000)

Contact Information

Phone – 250.387.7000 or 1.866.660.0811

Email – 77000@gov.bc.ca

Website – <https://77000.gov.bc.ca>

Hours of Operation

24 x 7

Contact the Helpdesk for

- Hardware issues (i.e. mouse, workstation or printer not working).
- Software issues with Word, Excel and other Office products.
- Network issues (i.e. unable to log in, unable to access LAN drives).
- Outlook or email not functioning properly (i.e. not receiving emails or file needs restoring).
- Password resets.
- VPN/DTS access issues (i.e. unable to log in).

IMB Client Services

Ministry Information Technology (IT) Support

Contact Information

Email – TRANHQITRequests@gov.bc.ca

Website – <http://gwww.th.gov.bc.ca/imb/>

Contact IMB Client Services for

- HQ point-of-contact for IT asset procurement and store ordering (i.e. cancelling workstation services, requesting software installations, shared-file and print access to network drives and directories, adding/removing/changing employee access or creating new security groups).
- Additional point-of-contact for HQ workstation support. While WTS provides onsite technical support and we pay for these services, we are in the building and willing to assist with any question.
- Basic productivity software (Office 2007 and ACCS tools) training.

Hours of Operation

8:00 a.m. – 4:30 p.m.

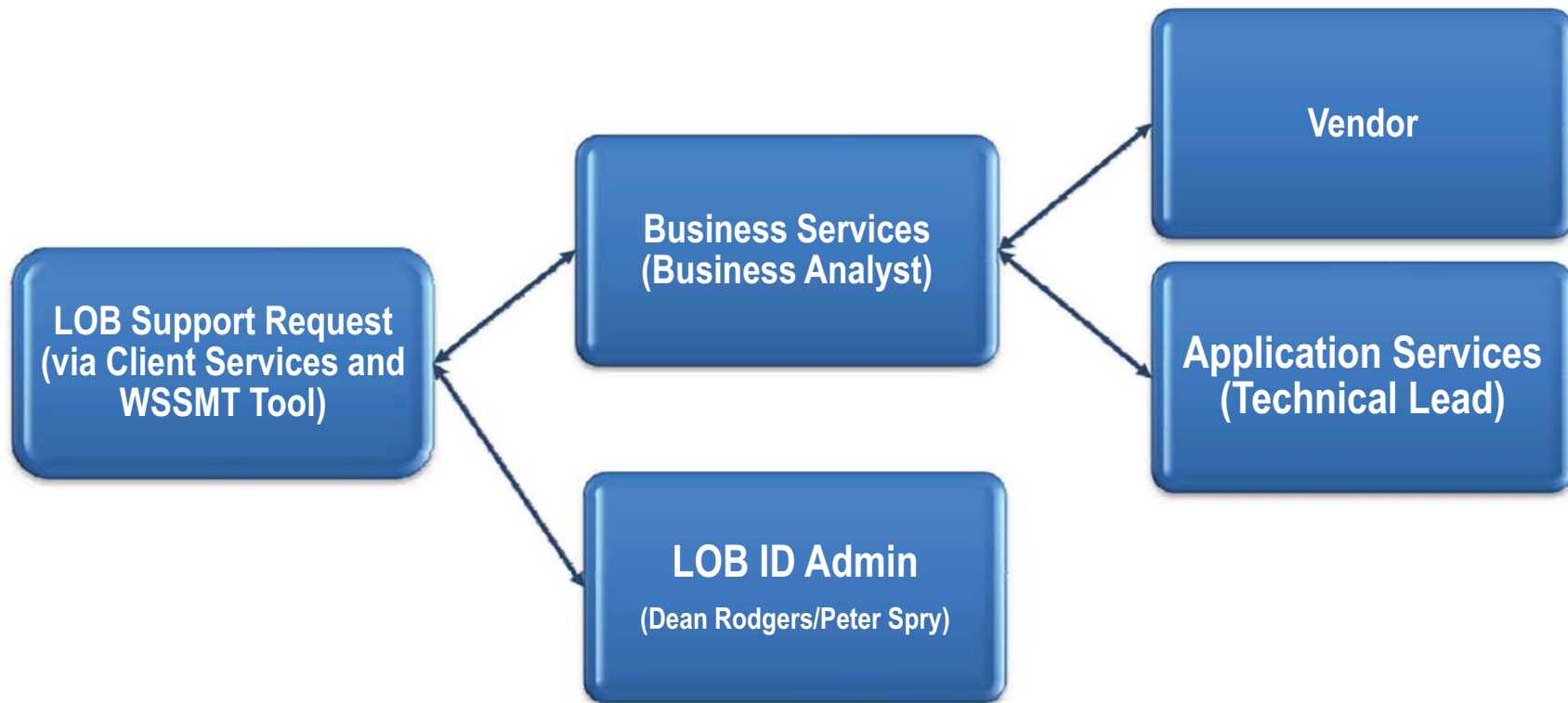
- Point-of-contact for Ministry IT resources, consultation and navigating Government IT policies.
- Moving workstations and/or phone lines.
- Facilitating asset disposal (end-of-life printers, keyboards, mice).
- Facilitating data/voice changes with service providers (WTS, Telus, Bell).
- Resetting voice passwords.
- Account changes to the government directory.
- Blackberry and cellular administration (new device, disposal of device, modify user).



TRAN IT Support Model



Line of Business Support Model



Close Tickets in WSSMT

TRAN IT Support Matrix

- VIP Support
- Core Hardware Support
- Core Software Support (incl. MS Office 2007)
- Remote Access Support (VPN/DTS)
- IDIR Password Resets
- Voicemail Guide
- Data/File Recovery
- Email Archiving

- **iStore Requests, i.e.**
- Core Software/Hardware
 - ❖ New
 - ❖ Transfer
 - ❖ Returns
- IDIR Accounts
 - ❖ New
 - ❖ Changes
 - ❖ Cancellations
 - ❖ Transfers
 - ❖ Extensions
- Outlook EMAIL
 - ❖ Mailbox Increases
- VPN/DTS Access
- Hosting Services
- Shared File/Print

- Voice Requests/Support
- Blackberry Orders/Support
- Cellular Orders/Support
- Wireless Modems Orders/Support
- Voicemail Password Resets, Land Lines & Cellular
- Data Networking
- Maintain Gov't Directory
- Blue Pages Directory Updates
- Data Cabling
- Audioconferencing

Client Services

- SSBC's Point of Contact for LOB Alerts
- LOB Application Support

Dean Rodgers/Peter Spry

- Oracle Access
- Mainframe Access
- Linux Access

TRAN IT Support Matrix (cont.)

- Non iStore/Adhoc Requests, i.e.
- VIP Support w/7-7000
- Core & Non-Core Hardware & Software Installs/Support
- Project Work, i.e. U2/U3
- Non iStore Requests (cont'd)
- Configuring CF19's
- PointSec Installs & Password Resets
- iPad Support
- Video Conferencing
- Purchases/Support
- Managing Wireless Installs
- Providing Software/Hardware
- Advice, incl.
 - Managing Trip Expectations
- Software Packaging Requests
- Non SSBC Hardware
- Purchases
- Provide Share/Folder
- Structure Expertise
- Training
- Communiques/Brochures
- Provide Website Content
- GL Coding Changes

Pages 7 through 18 redacted for the following reasons:

Not Responsive