Court Services and Offender Supervision Agency
for the District of Columbia

POLICY STATEMENT

Policy Statement 2015
Policy Area: Information Technology
Effective Date:
Approved: _____
Paul A. Quander, Jr., Director

DESKTOP REMOTE CONTROL POLICY

I. COVERAGE

This policy covers all permanent, temporary, and part-time Court Services and Offender Supervision Agency (CSOSA) employees, as well as interns, and contractors who access the CSOSA environment via remote access. The term "employee" as used in this policy covers all of these categories. This policy does not apply to Pretrial Services Agency employees.

II. BACKGROUND

Remote Control is an information technology (IT) tool that allows the CSOSA IT staff to assist the user community in resolving computer problems or provide assistance, without having to personally visit the user's workstation. This tool allows the IT staff to see and access a user's workstation to provide assistance or to correct a system problem. The user can also demonstrate the exact steps that were taken to cause the problem, which will assist in proper diagnosis of the problem. Remote Control access will allow for a greater percentage of calls being resolved over the telephone during the first contact, thus minimizing the need for a technician to visit the workstation.

III. POLICY

The IT Help Desk shall use Remote Control as a tool to provide computer assistance, diagnosis and correction of computer workstation problems. Remote Control will be used to access the user's workstation only after permission has been granted by the user.

IV. AUTHORITIES, SUPERCEDURES, REFERENCES, AND ATTACHMENTS

A. Authorities.
None.

B. Supercedures.
None.

C. Procedural References.
None.

D. Attachments.

Appendix A. General Procedures

APPENDIX A: GENERAL PROCEDURES

A. The User will call or e-mail the Help Desk with a workstation problem. The Help Desk will open a ticket for the problem.

B. The Help Desk will determine if the problem can be diagnosed or resolved by using the remote control tool.

C. If the problem can be diagnosed or resolved by using the remote control tool, the Help Desk will request the user's permission to access the workstation remotely.

D. Once the user has granted verbal permission, the Help Desk will remotely attach to the user's workstation.

E. A pop-up screen will be displayed on the user's workstation asking for permission to access the workstation.

F. The user must select **YES** to allow access or **NO** to deny access.

G. The problem will be diagnosed or resolved with the user over the telephone. If the problem cannot be resolved over the telephone or the user denies access to the workstation, a technician will be dispatched to the user's workstation.

H. The Help Desk ticket will be closed once the problem has been resolved.