



IT SUPPORT - REFERRERS

IT SUPPORT REQUESTS

To aid our “ease of doing business” philosophy, we are opening new channels of support for any technical issues that you may be experiencing.

By way of an e-mail or phone call to our dedicated IT Helpdesk Administrator, logging of all support calls will now be a much easier process and better coordinated from a central location.

Our service offering will be available during normal working hours, Monday to Friday 7:30 am – 4:30 pm (excl. Public Holidays), and will be limited to any recognised application or service relevant to our PACS systems or digital referral mechanism only.

To submit a request for support, please choose one of the following:

- **E-mail: infinit.support@lakesmit.co.za**
- **Telephone: 087 310 4999**

When logging a query or request, you will be issued with a unique reference number and will thereafter be contacted via e-mail, or telephonically by one of our highly qualified PACS Administrators who will assist you further.

We hope to ensure that you receive high-quality support in a reasonable timeframe. Please do keep your reference number at hand should you seek to escalate your query with our management team.

Thank you for your continued support!

IT HELPDESK POLICY FOR REFERRING DOCTORS

1. Logging of Support Requests

All IT-related faults or requests must be submitted directly to Lake, Smit & Partners IT Helpdesk in order for a ticket to be logged and in turn assigned to the respective IT personnel.

1.1. Support is limited to any recognized application or service relevant to our PACS systems or digital referral mechanism only



1.2. This can be done via two recognized methods only:

1.2.1. Email: infinitt.support@lakesmit.co.za

1.2.2. Telephone: 087 310 4999

2. Helpdesk Process

2.1. Any emails submitted to the aforementioned email address will automatically generate a support ticket on our Helpdesk System, which will then be assigned to the appropriate IT personnel.

2.2. All telephone calls to the IT Helpdesk will be attended to by the Helpdesk Administrator, who will assist in recording and logging any faults or requests to our Helpdesk System, which will then be assigned to the appropriate IT personnel.

2.3. Our Helpdesk service is available weekdays (excl. Public Holidays) between 7:30 am and 4:30 pm. Any support tickets created outside of these times will only be attended to the following business day.

3. Helpdesk Communications

3.1. In each case where a support ticket is generated, an email confirmation detailing the ticket number reference will be returned

3.2. Furthermore, when a ticket is assigned to any IT personnel, an updated email confirmation will be returned detailing such.

3.3. Further ticket progress updates will be posted at intervals of no more than three days from the time that the ticket was either first assigned or last updated.

4. Ticket Escalations

4.1. IT Personnel may not close tickets unless the problem is fully resolved. In the event that a problem is not completely resolved, an email response to one of the original ticket notifications will re-open the ticket for further action

4.2. Escalation of any ticket may be carried out by way of email or telephonic correspondence with specific reference to an existing ticket number through the following hierarchy:

4.2.1. Helpdesk Administrator

4.2.2. IT Manager



5. User Considerations

5.1. No IT fault or service request can be attended to unless a support ticket is generated on the Helpdesk System.

5.2. Under no circumstance should IT Technicians be contacted directly, unless a ticket has been logged and assigned to them. Service will however only commence at the soonest availability of the assigned IT personnel

6. Compliance

6.1. Subject to differing circumstances, failure to comply with any clause herein may result in any of the following outcomes:

6.1.1. Denial of service

6.1.2. Delayed response

6.1.3. Delayed resolution times



LAKE, SMIT  PARTNERS Inc.
SPECIALISTS IN DIAGNOSTIC RADIOLOGY

