FAQs

Q What is the best way to contact OMES for assistance?

Fastest Response—Call (for critical needs)
Standard Response—Self Service (5-10 minutes from creation to when the case is read and worked)
Lowest Priority—Email (may take several hours and is not monitored on weekends or holidays)

Q What if I do not hear back from the OMES Service Desk or a technician? What steps do I take?

There are a couple of options for a solution:

1. Communicate directly with the technician through CRM Self Service. Update the case in real time, and the technician receives a notification from the system.
2. Call the OMES Service Desk and have the case escalated. An internal process moves the case through management and provides results from staff within the same group.

Q If I know who the case needs to be assigned to, can I assign the case directly to them?

No; however, you can specify an individual or provider group through CRM Self Service, email or phone.

Q What is the difference between an incident and a service request?

An incident implies something is broken or about to break. A service request means nothing is broken, but assistance is requested.

Q How quickly can I expect a response?

The OMES Service Desk answers most calls within 30 seconds. Depending on the type and severity of the case, response time is guaranteed through the Service Level Agreement. Response times are:

Incident 1: 15 min response*, 2 hr restore**
Incident 2: 2 hr response, 4 hr restore
Incident 3: 8 hr response, 7 calendar days restore
Service Request: 8 hr response, 5 business days restore
Password Reset: 10 min response, 20 min restore

** Response indicates the time it takes to assign the case to a service provider.*

*** Restore specifies the time it takes to close the case.*

OMES Service Desk
Support

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Getting Started with the OMES Service Desk

OMES
Information Services Division

omes.ok.gov