

MVD Procedural Quick Update

#36rev3

RE: Field Operations Help Desk
Effective date: Immediate

Date: March 24, 2009
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

All "help" calls from MVD state, county-municipal and Private Retail Agent field offices should go to a central number (888-683-4636), where the call will be directed to the next available Field Office Help Desk representative.

To make it easier for field offices to receive prompt assistance when they need it, Field Operations Help Desk staff are no longer assigned to individual field offices or zones.

For all Field Operations Help Desk problems, field offices should dial a central number (888-683-4636), where MVD's Interactive Voice Response (IVR) system will direct the calls to the next available Field Office Help Desk representative. Whoever answers the call will be the field office's contact for that particular issue.

Please do not call individual Field Operations Help Desk staff members directly.

Direct calls to Field Operations staff will cause a delay in resolving your issue, as all calls coming in through the IVR will take priority over direct calls.

The process/steps for accessing the Field Operations Help Desk:

1. Dial 1-888-683-4636.
2. Immediately start hitting the # key repeatedly until you hear a mans voice.
3. If you receive a woman's voice you went too far and you will need to start over.
4. You may need to try this several times to figure out what works best for your office.

If for any reason you are unable to get through to a Field Operations Help Desk agent, please work your way through the list below (in order, starting with 1, then 2, ...) until you reach someone who can assist you:

1. Ray Roybal at 476-3419
2. Edd Trimmer at 827-2074
3. the MVD Director's Office at 827-2296

Field offices should not contact the TRD-IT Systems Help Desk. It is up to the Field Operations Help Desk (or Ray, Edd or the MVD Director's Office) to contact the TRD-IT Systems Help Desk when necessary and appropriate.

In the event of a system outage or other problem with a major impact on field office operations, the Field Operations Help Desk should also immediately notify the appropriate Bureau Chief and MVD senior management.

As additional Help Desk staff is hired, or existing Help Desk names and numbers change, the field will be notified by revisions to this PQU.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis.
