

Customer Support Manual

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CSSG Customer Support Manual (CSM) Website

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Welcome to CSSG's CSM Site

The Customer Support Services Group (CSSG) provides support across OCIO and USPTO with software, hardware, network, desktop and Information Technology communications services. CSSG is responsible for Tier 1 and 2 problem resolution including routine help desk and advanced support, software and hardware installation and maintenance, and proactive user training guides in relevant standard products such as Microsoft Windows, Microsoft Office, and similar applications. CSSG is responsible for the triage of Tier 3 escalation to the appropriate resource(s).

Available only to the CSSG Staff, The Customer Support Manual (CSM) website provides quick, online access to support policies and procedures, AIS documentation and a variety of reference materials needed to perform IT Support Services.

Learn about the CSM Site

APRSPD Personnel: Information regarding APRSPD functions will be posted as it becomes available.

Desktop Services Personnel: Information for Desktop Services functions will be posted as it becomes available.

Help Desk Personnel: For information regarding how to use Help Desk applications and associated policies and procedures, visit the [Help Desk Admin Section](#). For additional assistance on how to use this site, visit the [Help Desk Training Section](#), [Using the CSM Site](#).

ISD Personnel: For information regarding ISD tasks and associated supporting documentation, visit the [ISD Main Page](#).

For further assistance: To submit general questions and comments regarding the CSM website, visit the [Support for OCIO Websites page](#).

Website Sections

The APRSPD Section of the CSM site provides documentation to assist APRSPD technicians in resolution of complex issues. APRSPD (Advanced Problem Resolution and Special Projects Division) provides advanced troubleshooting and problem solving, as well as, specialized application and program area support. The Division is responsible for coordinating efforts from various support teams across OCIO to resolve complex problems.

The Desktop Services Section of the CSM site provides documentation to assist Desktop Field Support technicians in performing Desktop Field Support services. The Desktop Support Services Division provides desktop services throughout the USPTO. This includes performing remedial maintenance on desktop software and hardware; receiving, configuring, and deploying desktop hardware; and moving desktop hardware.

The Help Desk Section of the CSM site provides documentation to assist Help Desk Technicians as they provide First Tier, phone support. The Help Desk Services Division serves as the support center for USPTO employees to report problems or request services concerning information technology systems, software, or hardware. The Division is responsible for basic troubleshooting and problem solving, as well as problem referral/escalation.

The ISD Section of the CSM site contains policies and procedures and other documentation to assist ISD Staff in the performance of their duties. The Information Services Division formulates and disseminates IT information throughout the USPTO, such as AIS User Guides. The division educates the USPTO computer user community on all aspects of automation support, so that IT capabilities are leveraged to the maximum extent to improve mission performance. Additionally, the division assists with the development and maintenance of technical and support documentation for use by the computer user community and within OCIO.

The Forms Section of the CSM site provides a central location for quick access to CSSG's commonly used forms which are used during the customer support process.

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Welcome

The Customer Support Services Division provides support across OCIO and USPTO with software, hardware, network, desktop, and helpdesk services. CSSG is responsible for Tier 1 and 2 problem resolution in areas such as software installation and maintenance of standard products such as Microsoft Windows, Microsoft Office, and similar applications. CSSG is responsible for the triage of Tier 3 issues and escalation to the appropriate resource(s).

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Advanced Problem Resolution & Special Projects Division (APRSPD)

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The Advanced Problem Resolution & Special Projects Division (APRSPD) is new to CSSG. APRSPD documents will be posted as they become available. In the interim, current documentation is listed below:

- [P2V Patent Migration Guide \(Version 5.1\)](#)
- [ERA Desktop V2P \(Virtual to Physical\) Migration Results Email Template](#)
(All email templates are stored in a Zip File. Save the file to your local drive, then unzip.)
- [V2P Instructions Using USMT](#)
- [V2P Instructions Using Windows Files Transfer](#)
- [Five-Day Hold Process](#)
- [How to Clone a ESX Machine](#)
- [How to Clone VM on Other ERA Server \(not ERA-001\)](#)
- [APR Responsibility for Creating, Verifying and Maintaining ERA Hot Swap](#)
- [How to Install Approved Software on a ERA Laptop Remotely](#)
- [Active Directory OUs and Usage Guidelines](#)

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CPN Process Overview

The following steps provide an overview of the completion of a CPN from start to finish. Analysts must follow the steps when creating, updating and resolving a CPN. For detailed information on each step, please click the respective item.

**Note:**

Do not give phone numbers to any customers, under any circumstances. See procedures for Emergency POC Telephone Numbers for appropriate steps.

1. [Customer Contacts Help Desk](#)
2. [Determine if Critical Problem](#)
3. [Notify CPN Team](#)
4. [CPN Team Investigates](#)
5. [Create Problem Management Alert](#)
6. [Contact Assignee](#)
7. [Obtain Information from Assignee and Create Initial CPN](#)
8. [Create VRU Message](#)
9. [Update System Alert Page](#)
10. [Compose CPN](#)
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14. [Resolve CPN](#)

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Websites: Applications

- **Primary Apps**
 - [\[Acrobat\] Version 7](#)
 - [\[DreamWeaver\] Version CS3](#)
 - [\[DreamWeaver\] Extension Manager](#)
 - [\[Fireworks\] Version 8](#)
 - [\[PhotoShop\] Capturing and Placing Screenshots](#)
- **Helper Apps**
 - [\[Araxis\] Merge 6.5](#)
 - [\[BradSoft\] TopStyle 3](#)
 - [Color Schemer](#)
 - [Color Wheel Expert](#)
 - [PuTTY Utility](#)
 - [SnagIt 7](#)
 - [Telnet Utility](#)
 - [\[Bradbury Software\] TopStyle 3.5.0.9](#)
 - [\[Ipswitch\] WS FTP Pro](#)
- **Browsers**
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Page last modified: 03/31/2009 22:17:55.