



ICT NEWSLETTER

April 2009
Issue 10

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Important Notice

In order for the IT UNIT to effectively and responsibly cater for all user request of the MESC, you are all encouraged to lodge your complaints through HELPDESK(21911 ext 818). All requests done otherwise will not be regarded as a service call and therefore will not be prioritised. Your co-operation regarding this issue will be greatly and endlessly appreciated.

Prioritizing Calls

The ICT Unit prioritizes our service calls based upon how the encountered problems/faults affect the flow of work. This will help us attend and support every service call with efficiency and effectiveness.

Priority One: All service calls presenting computer or networking problems, which will disable staff/users from accomplishing their work. The problems should pose a serious **standstill** situation. This priority will require attention and support within **3 hours** depending on availability. Examples of priority one calls are: Computer crashes, network disabled, virus threats, and computer power-offs (UPS failures and no power to PC).

Priority Two: All service calls presenting computer or networking problems, that may stop work, yet have possible alternatives to enable work to proceed. This priority will call for attendance from IT staff within **24 hours** after lodging according to the service call procedure. Examples of Priority Two calls: printing problems, email problems, internet connections, CD or floppy drive problems, slow PC performance, etc.

Priority Three: Service calls concerning problems that have little or no interference in carrying out staff work. This priority call will require attendance and support from IT staff within **48-72 hours** after lodging. Examples of Priority Three calls: Screen (monitor) resolution and MS Office difficulties.

Service Call Procedures:

Step One: Check for obvious solutions. (I.e. if the printer is not printing make sure its plugged in and has paper in it, if the computer wont power on, make sure it is plugged in and the UPS is switched on, etc)

Step Two: If you can't find an obvious solution give the Help Desk a call. The Help Desk is available to help talk you through the problem over the phone. Lenara and Tala are the primary Help Desk Operators but other staff members can help if Lenara and Tala are not available.

Step Three: If the problem is not fixable over the phone the Help desk will prioritize and schedule for our IT team to come and perform the repairs.

IT STAFF

Hint of the Month

Tip for using Autofill in Microsoft Excel

The **Autofill** function can help save a lot of time and a lot of typing by enabling users to automatically fill rows of data using a particular pattern. For example it can automatically fill in your rows numbering your list of names from 1 to a specified amount consecutively or fill in your days of the week or months of the year etc...

Autofill Example for Numbers

1 Type 1 then press Enter to go to next row, type 2 then again Enter. Highlight the two rows and move cursor to the bottom right hand corner till a + sign (known as the Fill Handle) appears.

Month	Date	Name	Amount
1 April	2nd~6th	Clark Kent	\$ 5.00
2		Clark Cable	\$ 5.00
		Brian Adams	\$ 5.00
		Peter Parker	\$ 5.00
		Lois Lane	\$ 5.00
	9th~13th	Clark Kent	\$ 5.00
		Clark Cable	\$ 5.00
		Brian Adams	\$ 5.00
		Peter Parker	\$ 5.00
		Lois Lane	\$ 5.00
	16th~20th	Clark Kent	\$ 5.00
		Clark Cable	\$ 5.00
		Brian Adams	\$ 5.00
		Peter Parker	\$ 5.00
		Lois Lane	\$ 5.00

2 Hold down the left mouse button and drag till the end of the data you want numbered.

Month	Date	Name	Amount
1 April	2nd~6th	Clark Kent	\$ 5.00
2		Clark Cable	\$ 5.00
3		Brian Adams	\$ 5.00
4		Peter Parker	\$ 5.00
5		Lois Lane	\$ 5.00
6		Clark Kent	\$ 5.00
7		Clark Cable	\$ 5.00
8		Brian Adams	\$ 5.00
9		Peter Parker	\$ 5.00
10		Lois Lane	\$ 5.00
11	16th~20th	Clark Kent	\$ 5.00
12		Clark Cable	\$ 5.00
13		Brian Adams	\$ 5.00
14		Peter Parker	\$ 5.00
15		Lois Lane	\$ 5.00

Autofill January to December

1 Type January then press Enter to go to next row, type February then again Enter. Highlight the two rows and move cursor to the bottom right hand corner till a + sign (known as the Fill Handle) appears.

Month	Day
January	1 2 3 4 5
February	1 2 3 4 5
	1 2 3 4 5
	1 2 3 4 5
	1 2 3 4 5

2 Hold down the left mouse button and drag downwards.

Month	Day
January	1 2 3 4 5
February	1 2 3 4 5
March	1 2 3 4 5
April	1 2 3 4 5
May	1 2 3 4 5
June	1 2 3 4 5
July	1 2 3 4 5
August	1 2 3 4 5
September	1 2 3 4 5
October	1 2 3 4 5
November	1 2 3 4 5
December	1 2 3 4 5