

Communication Method	
Service Desk	<p>Who? Communicating with employees and students at the institutions, as well as outside vendors/ suppliers</p> <p>What? Tasks or questions related to the shared service provided. Can be used for tracking procedures or progress on projects or tasks</p> <p>How? Responses should have a high level of customer service. These messages should be formal, professional, and informative. Write as if you are the recipient of the message v. the writer</p> <p>Example: Adding bank account information to the system; Questions about previous paystub; Questions about invoice entry</p> <p>Tips: Always use signature, use templates (with links to reference guides) if possible, add notes in system so others know how ticket was resolved</p> <p>Security: No DOB, No SSN</p>
Email	<p>Who? Communicating with internal team members, individuals in HR, Finance or IT offices at the institutions, all users of a system, as well as outside vendors/ suppliers</p> <p>What? Business process questions v. tasks. Can also be used for larger and more detailed communications being sent to a group or an individual. Email gives ability to refer back to a message</p> <p>How? Dependent on who you are communicating with and what that individual's/ group's relationship is to you, messages should be more formal and professional</p> <p>Example: Communicating out a form to be completed by the team; Announcing go-live of projects, approvals for payruns, old expense report approval reminders</p> <p>Tips: Endusers's emails should be transferred into ServiceDesk. After 3 emails back and forth – pick up the phone to settle question.</p>

	<p>Security: Email within GMHEC is secure, to member colleges is not</p>
Slack	<p>Who? Communicating with internal team members or individuals in HR, Finance or IT at the institutions</p> <p>What? More informal method of communication. Typically best for real time communication when a quick answer is needed to a relatively simple question. Good for quick back and forth discussions between a group to limit clutter in inbox</p> <p>How? Informal communication, especially when communicating internally with team members. When communicating with individuals at the Colleges, formality and professionalism should be present</p> <p>Example: Where is this file located in our team drive?; What is the Zoom link to the next meeting?; Could you take a look at the new reference guide added to the shared folder?</p> <p>Tips: Messages go away after 3 months or high volume, whatever happens earlier</p> <p>Security: not secure</p>
Jabber/ Zoom	<p>Who? Individuals at the Colleges and outside vendors/ suppliers</p> <p>What? After several messages back and forth (in SD, Email, Slack, etc.) it is easier to pick up the phone and call the individual being worked with. Great for more tutorial-based conversations, especially with the ability to screen share in Zoom</p> <p>How? Professional and polite tone especially when talking to individuals outside of internal team</p> <p>Example: Walking end-users through the proper navigation for entering bank account information into the system; Discussing logistics to a project</p>

Tips: After 3 emails back and forth – pick up the phone to settle question. With Middlebury can use jabber for chatting as well

Security: secure