

TerpSys Help Desk Ticket Priorities and Communication Plan



Ticket Priorities

When requests come into the TerpSys Help Desk via phone or e-mail, they are evaluated and assigned a priority.

There are 5 standard Priority levels:

- 1 - Urgent:** These are tickets where there is a work stoppage for one or more users or other urgent priority issue to be addressed.
- 2 - High:** These are tickets where there is a severe impairment for one or more users, but the user(s) is (are) able to work or have a temporary workaround in place.
- 3 - Normal:** These are tickets for day-to-day requests such as installation requests (new PC setup, software installation, etc.)
- 4 - Low:** These are tickets for low priority or non-urgent requests (account creations, account modification, equipment surplus, etc.)
- 5 - Project:** These are tickets for any non-urgent issue designated by the project type (moves, server/infrastructure setups, etc.)

The above guidelines are used by the TerpSys Help Desk uses to prioritize tickets. However, if a user expresses a given urgency or lack of urgency on a request the Help Desk will use the user stated priority over the standard guidelines. When a ticket is created outside of the standard guidelines, a note will be put into the ticket stating the user expressed a specific urgency for the request.

Standard Response and Resolution Times

Standard Response Times in Business Hours

Desktop Metrics	1-URGENT	2-HIGH	3-NORMAL	4-LOW or 5 PROJECT
1 st response	2 Hours	4 Hours	8 Hours	N/A
Onsite	4 Hours	8 Hours	16 Hours	N/A
Network Metrics	1-URGENT	2-HIGH	3-NORMAL	4-LOW or 5 PROJECT
1 st response	2 Hours	4 Hours	8 Hours	N/A
Onsite	2 Hours	4 Hours	Project Dependent	N/A

Ticket Priority Descriptions

Priority 1 - Urgent tickets are identified as the most urgent. **Urgent** tickets indicate that one or more users are currently unable to work from his or her computer, and/or require immediate assistance.

Examples include but are not limited to:

- User can not log on to the network or locally and/or is receiving a specific error message relating to an account lockout;
- Network connectivity is down for user or entire group which is impacting mission-critical applications;
- Individual Machine or Server will not boot or boots only in safe mode, blue screens, freezes, is not receiving power is, generating Windows protection errors to major applications;
- Malfunctioning peripherals (mouse, keyboard, monitor, etc) that cause user not to be able to work;
- Immediate maintenance spawned by power/network outage, virus;
- Any mission-critical application or part of application is not working and is vital for a user or a community of users to perform job function (normally user input will dictate this)
- Restoration of lost data via backup tape as dictated by user

Priority 2 - High tickets are indicated as working or operable tickets. **High** tickets indicate that one or more users are presently able to work from his or her computer, but are requesting assistance regarding a particular issue.

Examples include but are not limited to:

- Any application or part of an application is not working (MS Office, Corel Suite, Netscape, Outlook, Eudora, etc.) but is not necessarily vital for user's job function (normally user input will dictate this)
- User(s) unable to connect from a remote location in any way (VPN, Remote Desktop/VNC) or user(s) able to connect but connectivity is limited (group drives, printers, etc)
- Malfunctioning peripherals (PDA's, Printer, Fax Machine, Desk Phone, etc) that don't necessarily impede user from continuing to work but are an integral part of user's job
- Modifications to Accounts, DNS entries, Group Folders, FTP sites, File Permissions, which are time sensitive.



Priority 3 - Normal tickets are day-to-day requests such as installation requests.

Examples include but are not limited to:

- Installation or configuration of new hardware including but not limited to laptops, desktops, peripherals (mouse, keyboard, monitor, PDA's etc), memory, hard drives, video cards, etc.;
- Installation or configuration of new software (MS Office Suite, Adobe Suite, client specific application, etc);
- Creation of new accounts, domain name services, group folders, FTP site, etc.;
- Configuration of current user profile on new laptop or desktop

Priority 4 - Low and Priority 5 - Project tickets are requests that need assistance however nothing is broken or urgent.

Examples of **Low and Project** include but are not limited to:

- Regular account creations and modifications;
- Any temporary loan of hardware or software including but not limited to desktops, laptops, projectors, peripherals, storage devices, etc.;
- Questions about recommendations, quotes, policies, procedures, etc.;
- Documenting of resources for inventory purposes (asset tags, licenses, user agreements);
- Manuals for users, how to instructions for clients, other random pertinent technical information passed onto client not requiring work actually being performed by a technician;
- Monthly and weekly maintenance and tape rotations;
- Infrastructure Management; setting up a new customer's network or new network location for existing customer (this includes server, switch, desktop setups as well as cabling);
- Moving/swapping 5 or more PCs to a new location;
- Rack Installation/Cleanup;

Communication Plans

Communication Plan for Priority 1 and 2 Tickets Impacting 20% or more of User Community

Communication	1-URGENT	2-HIGH
1 st Communication	15 minutes	30 Minutes
Communication Media	E-mail & VM	E-mail & VM
Follow-Up Communication	Every 2 Hours	Every 4 Hours
“All Clear” Communication Media	E-mail	E-mail
“Clean Up” Communication Media	E-mail	E-mail

Communication Plan for Emergency or Scheduled Maintenance Impacting 20% or more of User Community

Communication	Emergency Maintenance	Scheduled Maintenance
1 st Communication	Immediate	3 Days Prior
Communication Media	E-mail & VM	E-mail
Follow-Up Communication	Issue Dependent	1 E-mail reminder per day
Reminder 30 Minutes Prior	E-mail or VM	E-mail
“All Clear” Communication Media	E-mail	E-mail
“Clean Up” Communication Media	E-mail	E-mail



Ticket Tracking for Priority 1 and 2 Tickets Impacting 2 or more Users¹

For the sake of this section, a “global issue” is defined as any issue that impacts multiple users. Once the TerpSys Help Desk determines there is a global issue, the Help Desk will take the first ticket reported regarding the issue and declare it the “Primary Ticket” for the issue. The Primary Ticket will be assigned to the technician or engineer responsible for resolution of the issue. Any tickets, created about the global issue after the original Primary Ticket, will be assigned to the Events Queue within our ticketing system.

Once the global issue has been resolved and the Help Desk has been notified, the Help Desk will follow up with all tickets in the Events queue related to the Primary Ticket. Any tickets which are determined to still be active issues and not related to the original Primary Ticket will be assigned for follow-up.

¹ This is in addition to the Communication Plan for Priority 1 and Priority 2 Tickets