



## **Indian Health Service**

Office of Information Technology  
Albuquerque, New Mexico

# Standard Operating Procedure for **Help Desk Ticket Processing and Escalation**

**IOAT-SOP-08-01**

Version 2.0  
February 2010

## Record of Changes

Change No.	Date	Name	Description	Section
1.0	10/10/2008	T. Geneviene	Initial release of document.	All.
2.0	2/22/2009	H.L. Roosild	Revised to consolidate duplicate information and processes and thereby lighten the "cognitive load" on the reader (by making the duplication explicit). Also sent out for annual review.	All.

## Approval

This Standard Operating Procedure (SOP) has been approved for distribution and implementation. These new procedures are effective immediately and will be enforced. Representatives of management will be authorized to conduct periodic quality checks and audits to assure compliance with these procedures.

Requests for corrections or changes to any procedures should be sent to the IHS Chief Information Officer (CIO). Exceptions or exemptions to any of these procedures must be submitted in writing to the IHS CIO for approval or disapproval.

Approved by:

*/Theresa Cullen /*

October 10, 2008

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**Theresa Cullen, MD, MS**  
**RADM, U.S. Public Health Service**  
**Chief Information Officer, IHS**

\_\_\_\_\_  
**Date**

**Date of last annual review: 2/22/2010**

**Reviewed by:**

**D. Thompson**  
**C. Gepford**

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# 1. Introduction

## 1.1 Purpose

This Standard Operating Procedure (SOP) establishes the procedures for the proper handling of IHS Help Desk tickets that are assigned to the OIT Help Desk. A ticket is properly handled when:

- It is acknowledged and assigned appropriately in an efficient manner.
- It is resolved or completed in accordance with the service commitments defined in the *OIT Customer Service Handbook*.
- The customer is kept informed on the progress of the ticket.
- Both the customer and service provider agree that a problem has been resolved or a service provided.

## 1.2 Critical vs. Problem vs. Service

Within the HEAT system, a Help Desk ticket is assigned one of four Call Types, based on the nature of the issue reported by the customer:

- **Critical Problem**
- **Problem**
- **Service**
- **Change**

These different Call Types are processed and escalated on different schedules. Specifically:

- **Critical Problems** must be addressed immediately, on an emergency basis.
- More standard **Problems** and **Service** requests must be addressed in a timely manner but can be handled within normal support hours.
- **Change** requests must be processed according to the procedures for the OIT Change Control Board (CCB).

NOTE: Those CCB procedures are covered in DITO-SOP-09-02, *OIT Change Management*, and are not addressed here.

### 1.3 Roles & Responsibilities

Role	Responsibilities
Help Desk (HD) Analyst	Receives and monitors Help Desk tickets, sends IHS-wide announcements, and notifies unit points of contact (POCs) when necessary.
Technician (SME)	Resolves problems and completes service requests. Performs timely and complete status updates, including annotating Help Desk tickets and communicating with customers.
OIT Management	Monitors the performance of their staff in resolving Help Desk tickets in accordance with the <i>OIT Customer Service Handbook</i> and the procedures defined in this SOP.
OIT Customers	<p>Provide all information required for the timely resolution of their problems and service requests.</p> <p>Customers are expected to follow the tiered service support process provided by OIT.</p> <ul style="list-style-type: none"> <li>• Headquarters personnel in Rockville and Albuquerque may initiate requests to the OIT Help Desk for Tier 1, 2, and 3 support.</li> <li>• Field units are typically provided only Tier 3 support from the OIT Help Desk.</li> <li>• Only Area offices may initiate Tier 3 tickets for field units.</li> </ul> <p>The exception to this would be Critical Problem tickets; these may be initiated by anyone at any level.</p>

### 1.4 Contact Information

If you have any questions or comments regarding this document, please contact the OIT Help Desk at IHS:

**Phone:** 505.248.4371 or 888.830.7280

**Fax:** 505.248.4363

**Web:** <http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

**E-Mail:** [support@ihs.gov](mailto:support@ihs.gov)

## 2. Processing Critical Problem Tickets

### 2.1 Initial Receipt of Critical Problem

Upon receipt of a Critical Problem ticket, the Help Desk Analyst will:

1. Perform a quick analysis to determine if the ticket meets the criteria of being a Critical Problem.

A **Critical Problem** is any unplanned outage or loss of major functionality to a production system that affects multiple customers.

2. Contact the customer via phone to get additional information concerning the problem and add it to the ticket's description.
3. Correct any field values as required (e.g., customer phone number, customer location, and support centers).
4. Make sure that the ticket is a valid Tier 3 issue.

Critical tickets that are escalated to OIT should be opened only by an IHS Area Office. IHS sites should open tickets with their respective Area Offices for correction or escalation to OIT. If a Critical ticket is opened by a field site, the Help Desk will make an initial determination on whether the ticket requires Tier 3 OIT support.

- If determined to be Tier 3, the ticket will be assigned and worked per this SOP.
- If the ticket is determined to not require Tier 3 support, it will be reassigned to the Area Office.

In either case, the associated Area ISC will be notified via phone of the determination.

### 2.2 Help Desk Analyst Responsibilities

The Help Desk Analyst (HD Analyst) who originally received the Critical Problem (whether by phone, by e-mail, or by review of Alert Monitors) will track the ticket until it is resolved. In addition, the HD Analyst will do the following:

1. When given a verbal update by the Technician, the HD Analyst will document the update as a journal entry. If the update is lengthy and technical and cannot be relayed over the phone, the HD Analyst will summarize the discussion and note that the Technician will provide additional details later.
2. If the issue is with a server managed by OIT, the HD Analyst will contact the HD Manager regarding the status of IHS applications or websites, using the server contact.

3. If unable to reach the Technician, the HD Analyst will leave a voice message and send an e-mail requesting an estimated resolution date/time.
4. If the HD Analyst cannot track a Critical ticket due to other priorities or meetings, that Analyst will inform the HD Manager, who will designate another Analyst to track it.
5. The HD Analyst should also inform the HD Manager if he or she will not be available the next duty day. The HD Manager can then assign another HD Analyst to the ticket.

## 2.3 Technician Responsibilities

The Technician assigned to a ticket will work to resolve the Critical Problem ticket in the timeliest manner. Technician responsibilities for Critical Problems are described below.

### 2.3.1 Determination of Criticality

The Technician determines whether or not the reported problem is actually a Critical Problem.

Criticality of a problem is based on the original impact when the ticket was opened and not what the impact is currently. A ticket should not be downgraded because part, or all, of the problem has been resolved.

If it is determined that a given ticket is *not* a valid Critical Problem, the Technician will:

1. Document the reason for downgrading the ticket in a journal entry (e.g., only affects one customer, related to an existing Critical Problem).
2. Contact the Help Desk (HD) Analyst who is monitoring the ticket by either e-mail or phone to see if they concur.

If the HD Analyst agrees with the Technician, the Analyst will change the ticket from **Critical Problem** to **Problem**, and the Technician will follow the procedures for handling a **Problem** ticket (see Section 3).

If the HD Analyst disagrees, the HD Analyst will escalate the decision on whether to downgrade the ticket to the HD Manager for final determination.

### 2.3.2 Notification about OIT Servers

If a Critical Problem is causing an outage or major loss of functionality on an OIT-managed server, the Technician should request that the Help Desk Manager notify the unit points of contact (POCs) and IHS Directors with the following information, which the Technician posts as a journal entry in the ticket:

- Server name
- Synopsis of functionality loss
- List of applications or websites affected (if all, state “all”)
- Estimated date/time of resolution or next update

### 2.3.3 Status Updates of Critical Problems

Until the Technician is able to provide an estimated time of completion for resolving the Critical Problem, the Technician will provide regular updates to the OIT Help Desk on the ticket’s status.

- The update will be made either as a journal entry or a verbal discussion with the Help Desk Analyst. The update can be done by the method that is most expedient for the Technician, as the Technician should limit the time spent away from resolving the problem.
- If working on the Critical Problem outside of the OIT Help Desk’s normal hours, the Technician will add a journal entry to the ticket prior to the start of the OIT Help Desk duty day, so that the latest status information is available to the Help Desk staff.

The Technician will annotate the Help Desk ticket or notify the OIT Help Desk of steps taken to troubleshoot or resolve the problem. The OIT Help Desk will always be available to enter information into the ticket when talking to the Technician.

The Technician will provide the customer with timely and complete updates on the status of the problem.

If there is any doubt as to whether or not a problem is resolved, the Technician will put the help desk ticket into **Monitoring** status for at least one day. **Monitoring** status is used when the problem is believed to be resolved but needs to be tracked to ensure that it does not recur.

## 2.4 Milestones for Critical Problems

The times listed are relative to the time the Critical Problem ticket was first created.

### 2.4.1 Actions: Within First 30 Minutes

Help Desk Analyst	Technician
<ol style="list-style-type: none"> <li>1. Check the OIT Help Desk support documents to determine what information is required in the ticket.</li> <li>2. Contact the Technician by phone, pager, or cell phone until receiving acknowledgement that the ticket is being worked.</li> <li>3. Once contact is made with the Technician, offer to acknowledge the ticket on their behalf.</li> <li>4. If the assigned Technician cannot be reached, contact a coworker Technician with similar skills for assistance via phone. If the coworker can assist with the ticket, reassign the ticket to the coworker. The coworker then becomes the Technician.</li> </ol>	<ol style="list-style-type: none"> <li>a. Acknowledge and begin resolving the ticket.</li> </ol>

### 2.4.2 Actions: Within the First Hour

Help Desk Analyst	Technician
<ol style="list-style-type: none"> <li>5. Notify the HD Manager and other members of the OIT Help Desk in person, or by phone, that a Critical Problem exists and what its current status is.</li> <li>6. If the critical problem is for an OIT managed server, notify all ISCs relaying information provided by the Technician.</li> <li>7. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</li> </ol>	<ol style="list-style-type: none"> <li>b. If there is a <b>primary customer contact</b>, provide a status update via phone to the customer. At a minimum, let the customer know that you are working the problem. A <b>primary customer contact</b> typically exists when the impact of a problem is limited to a single IHS unit.</li> <li>c. If the critical problem is for an OIT managed server, ask the OIT Help Desk Administrator to notify all ISCs, and provide the necessary background information.</li> <li>d. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</li> </ol>

### 2.4.3 Actions: After One Hour

Help Desk Analyst	Technician
<p>8. If the ticket has still not been acknowledged:</p> <ul style="list-style-type: none"> <li>• Contact the Technician's manager via phone for assistance.</li> <li>• Continue to try to contact the Technician until the ticket is acknowledged.</li> </ul> <p>9. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p> <p>10. If the Critical Problem involves an outage and the duration has been more than one hour, check with the HD Manager to see if an IHS-wide announcement is needed.</p>	<p>e. Continue effort to resolve the ticket.</p>

### 2.4.4 Actions: After Two Hours

Help Desk Analyst	Technician
<p>11. If ticket is not acknowledged or resolved, notify the following people via phone that an unresolved Critical Problem ticket exists.</p> <ul style="list-style-type: none"> <li>• Technician's Manager</li> <li>• HD Manager</li> <li>• OIT Division Director</li> </ul> <p>12. If the <i>2 Hour Synopsis</i> is not provided by the Technician (see #g at the right):</p> <ul style="list-style-type: none"> <li>• Contact the Technician to remind them of this requirement.</li> <li>• If unable to make contact with the Technician or the Technician is unwilling to provide the synopsis, contact the Technician's manager and the HD Manager for assistance.</li> </ul> <p>13. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>	<p>f. Continue effort to resolve ticket</p> <p>g. Create a <i>2-Hour Synopsis</i> journal entry using the 2 Hour Synopsis Quick Journal entry that includes the following:</p> <ul style="list-style-type: none"> <li>• Description of the problem</li> <li>• Who is affected</li> <li>• Impact</li> <li>• Anticipated resolution time (or next update)</li> </ul> <p>h. Until an estimated completion date and time is determined, do the following at least every two hours:</p> <ul style="list-style-type: none"> <li>• Provide a status update to customer.</li> <li>• Provide a status update to the OIT Help Desk either verbally or by creating a journal entry.</li> </ul> <p>i. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>

### 2.4.5 Actions: End of First Day

Help Desk Analyst	Technician
<p>14. Until the ticket is resolved or it is updated with an estimated resolution date/time, check the status of the ticket at least every two hours, and create a journal entry documenting your actions.</p> <p>15. If the ticket has not been updated within the last two hours, contact the Technician to request an update.</p> <p>16. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>	<p>j. Until an estimated resolution date/time is determined, do the following at least every two hours:</p> <ul style="list-style-type: none"> <li>• Provide a status update to customer.</li> <li>• Provide a status update to the OIT Help Desk either verbally or by creating a journal entry.</li> </ul> <p>k. If not resolved by the end of the day:</p> <ul style="list-style-type: none"> <li>• Provide an update to the <b>primary customer contact</b>. Include an estimated resolution date/time.</li> <li>• Enter a current status update in the ticket's journal, and an estimated date/time of resolution.</li> </ul> <p>l. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>

### 2.4.6 Actions: Estimated Resolution Date/Time

Help Desk Analyst	Technician
<p>17. If the estimated resolution date/time has been reached and the ticket is not closed or in <b>Monitoring</b> status:</p> <ul style="list-style-type: none"> <li>• Contact the Technician by phone for an updated estimated resolution date/time.</li> <li>• Request that the Technician notify the customer of the updated estimated resolution date/time.</li> </ul> <p>18. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>	<p>m. Once known—but no later than the end of the first day—enter an estimated resolution date/time in the <b>Status/Solution</b> field and also as a journal entry.</p> <p>n. If the estimated resolution date/time has passed:</p> <ul style="list-style-type: none"> <li>• Provide the customer with an updated estimated resolution date/time.</li> <li>• Document the revised estimated resolution date/time in the <b>Status/Solution</b> field in Call Logging and also as a journal entry.</li> </ul> <p>o. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>

## 2.4.7 Actions: Subsequent Days

Help Desk Analyst	Technician
<p>19. At the beginning of each day, review the Critical Problem ticket's information to verify that all the information is current.</p> <p>20. Unless the ticket is in <b>Monitoring</b> status or has an estimated resolution date that has not yet been reached, confirm that the Technician has done the following:</p> <ul style="list-style-type: none"> <li>• Contacted the customer at the end of the previous day with a status update.</li> <li>• Added a journal entry recapping the previous day's efforts to resolve the Critical Problem.</li> </ul> <p>21. If updates to the ticket or customer are needed:</p> <ul style="list-style-type: none"> <li>• Contact the Technician by phone to request that the Technician contact the customer, and document it in a journal entry.</li> <li>• If unable to reach the Technician via phone, leave a voice message and send an e-mail requesting that the Technician provide the customer with a status update.</li> <li>• If the updates are not made by 10AM, escalate the ticket to the Technician's manager.</li> <li>• If an update has not been received from the Technician by noon, escalate the ticket to the HD Manager.</li> </ul> <p>22. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>	<p>p. At the beginning of each day, verify that all the information in the ticket is current. If not, make the appropriate updates.</p> <p>q. Note any overdue commitments to the customer – such as an updated estimated resolution date/time or progress report.</p> <p>r. By the end of the day—unless the ticket is in <b>Monitoring</b> status—create a journal entry giving the current status and documenting the steps taken to resolve the problem during the day.</p>

## 2.4.8 Actions: Ticket Monitoring

**NOTE:** A ticket should not be left in **Monitoring** mode for more than one week unless unusual circumstances exist and are documented in the ticket.

Help Desk Analyst	Technician
<p>23. When the ticket is placed in <b>Monitoring</b> status, contact each of the customers for whom related problem tickets were opened to see if their problem has been resolved. Follow the steps as described in the <i>Tickets for Subsequent Instances of the Same Problem</i> section of this document. Then proceed, based on the feedback you receive from the related problem ticket customers.</p> <p>24. Check to ensure that the ticket was either closed when the expected monitoring period ended, or updated accordingly.</p> <p>25. After one day since the expected end of the monitoring period is reached, contact the Technician for an update if the ticket is still in <b>Monitoring</b> status.</p>	<p>s. Change ticket status to <b>Monitoring</b>.</p> <p>t. Create a journal entry that specifies how long the ticket will be monitored.</p> <p>u. Enter the end of the monitoring period in the <b>Status/Solution</b> field.</p> <p>v. When the specified monitoring period has ended, either close the ticket, or extend the monitoring period.</p> <p>w. When extending the monitoring period, notify the customer of the change and document the contact in a journal entry.</p>

## 2.4.9 Actions: Resolution

Help Desk Analyst	Technician
<p>26. Contact each of the customers for whom related problem tickets were opened as described in the <i>Tickets for Subsequent Instances of the Same Problem</i> section of this document.</p> <p>27. If the Critical Problem is for an OIT-managed server, contact all ISCs via e-mail to let them know that the problem is resolved.</p>	<p>x. Before closing a Critical Problem ticket, be sure to verify with the customer that the problem is actually resolved.</p> <p>y. Close the ticket.</p> <p>z. Inform the Help Desk Analyst that the problem was resolved.</p>

## 2.5 Escalation of Unacknowledged Critical Tickets

If two hours have elapsed and the Help Desk Analyst has been unable to reach the Technician or Technician's Manager, the HD Manager will try to contact the ISCs (as a parallel effort to the actions taken by the Help Desk Analyst) for assistance. These efforts must be documented in a journal entry.

## 2.6 OIT-Managed Servers

The *NPA Servers & Administrators List* (DITO-SOP-07-08) will be used by the OIT Help Desk to contact the server POCs and ISCs for each application or website hosted on an OIT-managed server that is experiencing a Critical Problem. The Help Desk Analyst will document all contacts and contact attempts in journal entries.

## 2.7 IHS-Wide Announcement of a Critical Problem

Depending on the severity and nature of the problem, IHS-wide announcements may be required to inform the customers of the resolution status of a Critical Problem ticket. An IHS-wide announcement should be sent when the duration has exceeded or is expected to exceed one hour, and at least one of the following criteria is met:

- The problem affects IHS Headquarters or a minimum of 25% of Indian Health Service staff; or the outage impacts more than one Area office.
- There is an unplanned total system outage of a major application.
- An OIT Director or the CIO has requested that an announcement be sent.

Once an announcement is sent, follow-up IHS-wide announcement messages should be sent at regular intervals or when the problem is resolved.

If only one Area is affected, responsible staff (e.g., the Area ISC) will provide status updates to their own customers in lieu of an IHS-wide announcement. In such cases, the Help Desk Analyst will keep the Area's IT staff apprised of the ticket's status.

NOTE: For complete information about requesting an IHS-wide e-mail announcement, see IOAT-SOP-09-01, <i>IHS-Wide E-Mail Announcements</i> .
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## 2.8 Tickets for Subsequent Instances of the Same Problem

If additional customers call to report the same problem as an open Critical Problem ticket, the Help Desk Analyst will do the following:

1. Create a new **Problem** ticket for the customer (*not* a **Critical Problem**).
2. At the top of the **Incident Description** field, type the following, replacing *nnnnnnnn* with the ticket number of the related Critical Problem:  
**Related to Critical Problem Ticket *nnnnnnnn***
3. Choose **Yes** in the **Critical Problem Related** field on the Detail panel, and enter the Critical Problem ticket number in the **Critical Problem Ticket Number** field.
4. Assign the ticket to himself or herself.

Once a Critical Problem is resolved or placed in **Monitoring** status, the Help Desk Analyst will contact each of the customers for whom related Problem tickets were created.

For each related ticket, the Help Desk Analyst will:

1. Contact the customer to confirm that they are no longer experiencing a problem.
2. Note in a journal entry whether the customer said the problem continued or stopped.
3. If the problem stopped, the Help Desk Analyst will inform the customer that the ticket will be closed, and to contact the OIT Help Desk to have their ticket re-opened if the problem recurs.

If more than one customer states that the problem still exists, the Help Desk Analyst will:

1. Re-open the Critical Problem ticket and handle it as if it were newly opened ticket; i.e., as described in Section 2.
2. In both the Critical Problem ticket and any Problem tickets for customers who are still experiencing the same problem, create a journal entry stating that the Critical Problem ticket was reopened.

If only one customer is still experiencing problems, the Help Desk Analyst will:

1. Make an initial determination whether the reported problem is related to the original Critical Problem, or if the problem is unique to that specific customer.
2. If the problem is unique, the Help Desk Analyst will create a new ticket.

## 2.9 Critical Problem Status Report

By 9AM each morning, the HD Manager will run a report of all non-closed Critical Problem tickets and provide a soft copy to the OIT CIO. The HD Manager will distribute the report to the OIT directors and division managers via e-mail for further review and action.

### 3. Processing Problem and Service Tickets

Specific OIT commitments to resolve Problem or Service tickets are documented in the *OIT Customer Service Handbook*. In general, these commitments are to resolve such tickets within one or two days of receipt during the Technician's specified hours of support.

#### 3.1 Initial Screening of a New Ticket

Upon receipt of a Problem or Service ticket, the Help Desk Analyst performs a quick analysis to verify that the correct Call Type has been assigned:

- A **Problem** is an unplanned outage, loss of functionality, or malfunction in the software or hardware of an existing system that impacts one customer or has a minor impact on multiple customers.

If the issue is serious and impacts several customers, the HD Analyst elevates the ticket to **Critical**, and it is processed according to the procedures described in Section 2.

- A **Service** request is for assistance with tasks like system configuration, software upgrades, or other additional functionality.

The HD Analyst will also:

1. Review and correct any field values as required (e.g., customer phone number, customer location).
2. Make sure that the ticket is a valid Tier 3 issue. That is, it was initiated at the Area Office level for a field unit. Requests received directly from sites will be re-directed to their associated Area office.

#### 3.2 Technician Responsibilities

The Technician assigned to the ticket works to resolve the problem or provide the requested service in the most timely manner possible, as specified in the *Milestones for Problem and Service Tickets* section (below).

##### 3.2.1 General Processing (Problem and Service)

General processing includes:

1. Acknowledging the ticket within four (4) hours from the time of assignment.
2. Making every attempt to resolve the problem or provide the service within the time frame specified in the *OIT Customer Service Handbook*.

3. Clearly stating in a journal entry the reason for any delay if there is a delay in resolving the problem or providing the service. The journal entry should also include the expected resolution date and time.
4. Providing the customer with timely and complete updates on the status of the problem.

Additionally, for Problem tickets, the Technician should:

1. Annotate the Help Desk ticket with a journal entry documenting the steps taken to troubleshoot or resolve the problem.
2. Change the ticket's Status to **Monitoring** rather than **Closed** after resolution, if there is any doubt that a problem is fully resolved.

The ticket should be placed in monitoring mode for at least one day, with a note in the **Status/Solution** field (on the Call Logging panel in HEAT) stating when the monitoring period will end. **Monitoring** status is used when the problem is believed to be resolved but needs to be tracked to ensure that it does not recur.

### 3.2.2 Elevating a Problem Ticket to Critical

In some cases, a Technician may decide that a **Problem** should be elevated to **Critical**. In this case, the Technician does the following:

1. Documents the reason for upgrading the ticket to **Critical** in a journal entry.
2. Contacts the Help Desk Analyst monitoring the ticket by either e-mail or phone to alert them that the problem needs to be upgraded to **Critical**.

If the Help Desk Analyst agrees with the Technician's interpretation of the criticality of the problem, the Analyst changes the ticket's Call Type from **Problem** to **Critical**.

If not, the Analyst escalates the decision to the HD Manager for final determination. In the meantime, the Technician should continue to work on the problem following the Critical Problem procedures in Section 2 of this document.

### 3.3 OIT Manager Responsibilities

The Managers of Technicians who are assigned **Problem** or **Service** tickets are responsible for conducting oversight of the tickets assigned to their staffs to ensure that they comply in a timely manner with their responsibilities. The tracking efforts taken by the OIT Help Desk should be considered an addition to, not a replacement for, those performed by the Manager.

### 3.4 Help Desk Analyst Responsibilities

A Help Desk Analyst will track the ticket until it is resolved. Based on the nature of the problem or service request, the Help Desk Analyst may also be the Technician.

### 3.5 Milestones for Problem and Service Tickets

The times listed below begin with the “create time” of the ticket within the constraints of the OIT Help Desk’s service hours, and the Technician’s onsite hours of support as specified in the *OIT Customer Service Handbook*. The actions listed are the minimum ones that should be performed. The Technician and Help Desk Analyst are encouraged to be as proactive as time and workload allow.

#### 3.5.1 Actions: Within Two Hours

Help Desk Analyst	Technician
<ol style="list-style-type: none"> <li>1. Check the OIT Help Desk support documents to determine what information is required in the ticket.</li> <li>2. If additional information is required, contact the customer and update the ticket.</li> <li>3. Assign the ticket.</li> <li>4. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</li> </ol>	

#### 3.5.2 Actions: Within Four Hours

Help Desk Analyst	Technician
<ol style="list-style-type: none"> <li>5. If the ticket has not been acknowledged after 4 hours, send a follow-up e-mail to the Technician.</li> </ol>	<ol style="list-style-type: none"> <li>a. Acknowledge the ticket.</li> </ol>

### 3.5.3 Actions: Within Two to Four Days

Help Desk Analyst	Technician
<p>6. If the ticket has not been acknowledged, continue to send a follow-up e-mail to the Technician.</p>	<p>b. If the problem is not resolved by the end of the day or if the service is not provided within the service commitment period, contact the customer and provide an estimated resolution date and time.</p> <p>c. For all open tickets not in <b>Monitoring</b> status, create a journal entry describing:</p> <ul style="list-style-type: none"> <li>• The status to date.</li> <li>• The estimated resolution date and time.</li> <li>• Problems preventing the resolution, if any.</li> </ul> <p>d. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>

### 3.5.4 Actions: After Five or More Days

Help Desk Analyst	Technician
<p><b>Unacknowledged Tickets</b></p> <p>7. If a ticket is not acknowledged, attempt to contact the Technician via phone.</p> <p>8. If you receive a message that the Technician is out of the office, contact the Technician's manager for assistance.</p> <p>9. If the ticket remains unacknowledged 4 hours after contacting the Technician, e-mail the Technician and copy the Technician's manager.</p> <p>10. If the ticket continues to remain unacknowledged after 24 hours have passed, contact the HD Manager for additional assistance.</p> <p>11. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>	

### 3.5.5 Actions: After One Month

Help Desk Analyst	Technician
<p><b>Open Problem Tickets</b></p> <p>12. Review all open Problem and Service tickets with expected resolution dates/times that have passed or not yet been specified. If the ticket does not contain a legitimate reason for not being resolved:</p> <ul style="list-style-type: none"> <li>• Contact the Technician via e-mail to request that the Technician update the ticket.</li> <li>• If the ticket is not updated by the end of the next business day, send a second e-mail and copy the Technician's manager.</li> <li>• If ticket is not updated by the end of the second business day, check with the customer to see if the problem still exists. If the problem no longer exists, annotate and close the ticket. Otherwise, escalate the ticket to the HD Manager.</li> </ul> <p>13. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>	<p>See <i>Actions: Within Two to Four Days</i>.</p>

### 3.5.6 Actions: Estimated Resolution Date/Time

Help Desk Analyst	Technician
<p>14. If the estimated resolution date/time has been reached and the ticket is not closed or in monitoring status:</p> <ul style="list-style-type: none"> <li>• Contact the Technician via e-mail for an updated estimated resolution date/time.</li> <li>• Request that the Technician notify the customer of the updated estimated resolution date/time.</li> </ul> <p>15. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>	<p>e. If the estimated resolution date/time has passed:</p> <ul style="list-style-type: none"> <li>• Provide the customer with an updated estimated resolution date/time.</li> <li>• Document the revised estimated resolution date/time as a journal entry, and in the <b>Status/Solution</b> field in Call Logging.</li> </ul> <p>f. Document all contact attempts and notifications as individual journal entries, noting the time and method of contact of each.</p>

### 3.5.7 Actions: Ticket Monitoring

**NOTE:** A ticket should not be left in **Monitoring** mode for more than one week unless unusual circumstances exist and are documented in the ticket.

Help Desk Analyst	Technician
<p>16. Check to ensure that the ticket was either closed when the expected monitoring period has ended, or updated appropriately.</p> <p>17. If the monitoring information is out of date, contact the Technician to update the monitoring status and monitoring date as required.</p>	<p>g. Change ticket status to <b>Monitoring</b>.</p> <p>h. Create a journal entry that specifies how long the ticket will be monitored.</p> <p>i. Enter the end of the monitoring period in the <b>Status/Solution</b> field.</p> <p>j. When the specified monitoring period has ended, either close the ticket or extend the monitoring period.</p> <p>k. When extending the monitoring period, notify the customer of the change and document the contact in a journal entry.</p>

### 3.5.8 Actions: Resolution

Help Desk Analyst	Technician
<p>18. If the <b>Reason for Closure</b> was <b>Completed</b>, a Customer Quality Survey request may be automatically sent to the customer (performed on a random basis).</p>	<p>l. Always make three attempts – on separate days – to verify with the customer that a problem is resolved before closing the Help Desk ticket.</p> <p>m. If no word is received from a customer after three attempts on separate days, e-mail the customer that the ticket is being closed and state to call the OIT Help Desk if the ticket needs to be re-opened.</p> <p>n. If the ticket is being closed because it was invalid or cancelled by the customer or anything other than <b>Completed</b>, indicate the correct <b>Reason for Closure</b>.</p> <p>o. Close the ticket.</p>

## 3.6 Management Reports

Managers of Technicians should be monitoring their staff's performance in resolving tickets to ensure that they are resolved in a timely manner. The following reports will be provided by the HD Manager to assist the Manager with this monitoring.

### 3.6.1 Division Performance Alert Monitor Groups

The HD Manager will ensure that each branch and division manager has Alert Groups configured for open Problem or Service tickets from each branch/division that are:

- Unacknowledged for more than four hours.
- Unresolved after two duty days (excluding those in **Monitoring** status).
- In **Monitoring** status for more than two weeks.

### 3.6.2 OIT Managers' Aged HEAT Tickets

By 9 AM each Monday morning (or Tuesday if Monday is a holiday), the HD Manager will run a report of all non-closed **Problem** and **Service** tickets that are older than thirty (30) days and will distribute the report to the OIT Division Directors via e-mail for further review and action by close of business that day.

## 4. Customer Status Inquiries

If a customer contacts the OIT Help Desk to request a status update on a ticket, the Help Desk Analyst will obtain a status update on behalf of the customer. The HD Analyst will normally not provide the name of the Technician to the customer.

The Help Desk Analyst will do the following:

1. Call the Technician. If unable to reach the Technician by phone, the HD Analyst will leave a voice message and follow up with an e-mail.
2. Either relay information from the Technician to the customer, or have the Technician contact the customer directly if that is the Technician's preference.
3. Contact the HD Manager for assistance, if the Technician has not provided the customer with an update within *one* hour.

Both the Help Desk Analyst and Technician will document all contacts and contact attempts in journal entries.