IT Helpdesk Ticket Assignment Guidelines

The assignment of IT Helpdesk Ticket go directly to the **Help Desk Administrator** with the expectation that 70-80% of the tickets will be successfully resolved by the Help Desk Administrator and Help Desk Techs. These would be the "Tier 1" incidents: this includes troubleshooting network physical layer issues (is the cable patched in and power is on), classroom and seminar room use, resolving username and password problems, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, printing and printer maintenance, and assistance with navigating around application menus. Generally, the Help Desk Administrator is Tier 1 Support for most issue categories, but there are exceptions.

Using the basic method of "5 W's: Who, What, Where, When, Why" to evaluate the IT Helpdesk Ticket and do basic troubleshooting most tickets can be closed quickly. If not they can be escalated to the appropriate "Tier 2" IT Services staff as outlined below:

Tier 2 Support

Help Desk Techs:

- Classroom and Seminar Room Setup & Use

IT Staff:

IT Consultant

- Library
- Islandora
- Populi Issue
- New Website Request
- License Servers
- Phones
- VPN

- Network
- WiFi
- Ethernet
- Servers & File Services
- Help Desk Administration
- Password Reset
- Duo two-factor authentication
- QuickBooks
- Website Change Request
- Printers
- Email Reports
- Antivirus/Spyware/Adware
- Classroom
- Web Issues
- Broken Link
- Google Account Issue
- Email & Email List Updates
- Academic Technology
- Software
- Hardware

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