



Indian Health Service
Office of Information Technology

Standard Operating Procedures

Help Desk Ticket Escalation Procedures

Version 1.0

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FOR OFFICIAL USE ONLY

This information is intended for IHS use only. Disclosure is not expected to cause serious harm to IHS, and access is provided freely to all internal users via the organization's Intranet.

DOCUMENT APPROVAL

Exceptions to Procedures

NONE

Review

This procedure will be reviewed annually to maintain its currency.

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 OIT. Exceptions to any of the procedures must in writing, through the IHS OIT.

Approved by:

Dr. Theresa Cullen
CIO, IHS

Date

Date of annual review

Reviewed by:

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DOCUMENT INFORMATION

Change History

Version	Date	Modified By	Comments
1.0	10 Oct 08	Teagan Geneviene	Initial release of document

1.0 Introduction

1.1 Procedures

This SOP also establishes the procedures for the proper handling of help desk tickets that are assigned to OIT Help Desk. A ticket is properly handled when the steps below are followed:

- Assigned appropriately in an efficient manner.
- 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.

2.0 Overview

2.1 Roles and Responsibilities

2.1.1 Technicians

Technicians resolve problems and complete service requests. They perform timely and complete status updates, including annotating help desk tickets and communicating with customers.

2.1.2 Help Desk (HD) Analysts

Receive and monitor help desk tickets; send IHS-wide announcements and notify unit points of contact (POCs) when appropriate.

2.1.3 OIT Management

Monitors the performance of their staff in resolving help desk tickets in accordance with the OIT Customer Service Handbook, and the procedures defined in this SOP.

2.1.4 OIT Customers

Provide all information required for the timely resolution of problem and service requests. Customers are expected to follow the tiered service support process provided by OIT. Headquarters personnel in Rockville and Albuquerque may initiate service requests for Tiers 1, 2, and 3 support. Field units are typically provided only Tier 3 support. Only Area offices may initiate Tier 3 tickets for field units. The exception to this would be a critical problem ticket that may be initiated at any level.

3.0 Processing Critical Problem Tickets

3.1 Initial Receipt of Critical Problem

Upon receipt of a critical problem ticket, the help desk analyst will:

- 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 affecting multiple customers.
- When a problem is received via Help Desk fax or HEAT Self Service that appears to be a critical problem, contact the customer via phone to get additional information concerning the problem and add it to the ticket's description.
- Critical tickets that are escalated to OIT should only be opened by an IHS Area Office. IHS sites should open tickets with their associated Area Office 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 and the associated Area ISC will be notified via phone. If the ticket is determined to not require Tier 3 support, it will be reassigned to the Area Office and the associated Area ISC will be notified via phone.
- Correct any field values as required (e.g., customer phone number, customer location, and support centers).

3.2 Technician Responsibilities

The technician will work to resolve the critical problem ticket in the timeliest manner. Technician responsibilities are described below.

3.2.1 Determination of Critical Problem

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. It should not be downgraded because part, or all, of the problem has been resolved. If determined not to be a critical problem, the technician will:

- Document the reason for downgrading the ticket in a journal entry (e.g., only affects one customer, related to an existing critical problem).
- Contact the help desk (HD) analyst monitoring the ticket by either e-mail or phone to see if they concur.

If the HD analyst disagrees with the technician's interpretation of the criticality of the problem, specifically when multiple customers have called with the same problem, the analyst will escalate the decision to HD Manager for final determination.

If the HD Manager agrees, then the help desk analyst will change the ticket from a “critical problem” to a “problem,” and the technician will follow the procedures for handling a problem.

If the critical problem is causing an outage or major loss of functionality on an OIT managed server, the technician will request that the Help Desk Manager notify the unit points of contact (POCs) and IHS Directors with the following information posted by the technician as a journal entry:

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

3.2.2 Status Updates of Critical Problems

Provides Regular Updates on Status of Critical Problem

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 verbal discussion with a help desk analyst. The update can be done by the method which is most expedient for the technician, as the technician should limit the time spent away from resolving the problem.
- If working the critical problem outside of the OIT Help Desk's normal hours, the technician will create a journal entry to the ticket prior to the start of the OIT Help Desk duty day.

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 reoccur.

3.3 Help Desk Analyst Responsibilities

The help desk (HD) analyst who originally received the critical problem (whether by phone, by e-mail, by review of Alert Monitors) will track the ticket until it is resolved. In addition the following will take place:

- When given a verbal update by the technician, the help desk analyst will document the update as a journal entry. If the update is lengthy and technical and cannot be relayed over the phone, the help desk analyst will synopsize the discussion and note that the technician will provide additional details later.
- If affecting 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.
- If unable to reach the technician, the help desk analyst will leave a voice message and send an e-mail requesting an estimated resolution date/time.
- If the help desk analyst cannot track the ticket, due to other priorities or meetings, that analyst will inform the HD Manager who will designate another analyst to track it.
- If the help desk analyst will not be available the next duty day, the help desk analyst will inform the HD Manager. The HD Manager will designate another help desk analyst.

3.4 Critical Problem Responsibilities

The times listed begin with creation of the Critical Problem Ticket.

Critical Problem Tickets		
Milestone	Help Desk Analyst	Technician
Within 1 st 30 min	1. Check the OIT Help Desk support documents to determine what information is required in the ticket. 2. Contact the technician by phone, pager, or cell phone until receiving acknowledgement that the ticket is being worked. 3. Once contact is made with the technician, offer to acknowledge	a. Acknowledge and begin resolving the ticket.

Critical Problem Tickets		
Milestone	Help Desk Analyst	Technician
	<p>the ticket on their behalf.</p> <p>4. If the assignee cannot be reached, contact a coworker of the assignee with similar skills via phone for assistance. If the coworker can assist with the ticket, reassign the ticket to the coworker. The coworker then becomes the technician.</p>	
Within the 1st hours	<p>5. Notify the HD Manager and other members of the OIT Help Desk in person, or by phone, that a critical problem exists and its current status.</p> <p>6. If the critical problem is for an OIT managed server, notify all ISCs relaying information provided by the technician.</p> <p>7. Document all contact attempts and notifications as individual journal entries – noting the time and method of contact.</p>	<p>b. If there is a “primary customer contact,” provide a status update via phone to the customer. At a minimum, let the customer know that you are working the problem. A “primary customer contact” typically exists when the impact of a problem is limited to a single HIS unit.</p> <p>c. If the critical problem is for an OIT managed server, request the OIT Help Desk Administrator notify all ISCs, and provide the necessary background information.</p> <p>d. Document all contact attempts as individual journal entries – noting the time and method of contact.</p>
1 Hour	<p>8. If the ticket has still not been acknowledged:</p> <ul style="list-style-type: none"> • Contact the technician’s manager via phone for assistance. • Continue to try to contact the technician until the ticket is acknowledged. 	<p>e. Continue effort to resolve the ticket.</p>

Critical Problem Tickets		
Milestone	Help Desk Analyst	Technician
	<p>9. Document all contact attempts as individual journal entries – noting the time and method of contact.</p> <p>10. If the critical problem involves an outage and the duration has been more than one hour, check with HD Manager to see if an IHS-wide announcement is appropriate.</p>	
2 Hours	<p>11. If ticket is not acknowledged or resolved, notify via phone the following people that an unresolved critical problem ticket exists.</p> <ul style="list-style-type: none"> • Technician’s Manager • HD Manager • OIT Division Director <p>12. If the <i>2 Hour Synopsis</i> is not provided:</p> <ul style="list-style-type: none"> • Contact the technician to remind them of this requirement. • If unable to make contact with the technician or the technician is unwilling to provide the synopsis, contact the technician’s manager and HD Manager for assistance. <p>13. Document all contact attempts as individual journal entries – noting the time and method of contact.</p>	<p>f. Continue effort to resolve ticket</p> <p>g. Create a 2-Hour Synopsis journal entry using the 2 Hour Synopsis Quick Journal entry that includes the following:</p> <ul style="list-style-type: none"> • Description of the problem • Who is affected • Impact • Anticipated resolution time (or next update) <p>h. Until an estimated completion date and time is determined, at least every two hours:</p> <ul style="list-style-type: none"> • Provide a status update to customer. • Provide a status update to the OIT Help Desk either verbally or by creating a journal entry. <p>i. Document all contact attempts as individual journal entries – noting the</p>

Critical Problem Tickets		
Milestone	Help Desk Analyst	Technician
		time and method of contact.
First Day	<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 as individual journal entries – noting the time and method of contact.</p>	<p>j. Until an estimated resolution date/time is determined, at least every two hours:</p> <ul style="list-style-type: none"> • Provide a status update to customer. • Provide a status update to the OIT Help Desk either verbally or by creating a journal entry. <p>k. If not resolved by the end of the day:</p> <ul style="list-style-type: none"> • Provide an update to the “primary customer contact” – including an estimated resolution date/time. • Enter a current status update in the ticket’s journal, and an estimated date/time of resolution. <p>l. Document all contact attempts as individual journal entries – noting the time and method of contact.</p>
Estimated Resolution Date/Time	<p>17. 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"> • Contact the technician by phone for an updated estimated resolution date/time. 	<p>m. Once known but no later than the end of the first day, enter an estimated resolution date/time as a journal entry and also in the “Status/Solution” field.</p> <p>n. If the estimated</p>

Critical Problem Tickets		
Milestone	Help Desk Analyst	Technician
	<ul style="list-style-type: none"> • Request that the technician notify the customer of the updated estimated resolution date/time. <p>18. Document all contact attempts as individual journal entries – noting the time and method of contact.</p>	<p>resolution date/time has passed:</p> <ul style="list-style-type: none"> • Provide the customer with an updated estimated resolution date/time. • Document the revised estimated resolution date/time as a journal entry, and in the “Status/Solution” field in call logging. <p>o. Document all contact attempts as individual journal entries – noting the time and method of contact.</p>
Subsequent Days	<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 monitoring status or has an estimated resolution date that has not yet been reached, confirm that the technician:</p> <ul style="list-style-type: none"> • Contacted the customer at the end of the previous day with a status update. • Added a journal entry recapping the previous day’s efforts to resolve the critical problem. <p>21. If updates to the ticket or customer are needed:</p> <ul style="list-style-type: none"> • Contact the technician by phone to request that the technician contact the customer and document it 	<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 “Monitoring” status, create a journal entry documenting the steps taken to resolve the problem during the day and the current status.</p>

Critical Problem Tickets		
Milestone	Help Desk Analyst	Technician
	<p>in a journal entry.</p> <ul style="list-style-type: none"> • 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. • If the updates are not made by 10 am, escalate the ticket to the technician’s manager. • If an update has not been received from the technician by noon, escalate the ticket to the HD Manager. <p>22. Document all contact attempts as a journal entry – noting the time and method of contact.</p>	
<p>Monitoring Ticket (not to exceed one week unless unusual circumstances exist and are documented in the ticket)</p>	<p>23. When the ticket is placed in monitoring 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>Related Problem Tickets</i> section of this document. Proceed. Based on the feedback you receive from 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 monitoring status.</p>	<p>s. Change ticket status to “Monitoring”.</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 “Status/Solution” field.</p> <p>v. Either close the ticket or extend the monitoring period when the specified monitoring period has ended.</p> <p>w. When extending the monitoring period, notify the customer of the change and document the contact in a journal entry.</p>

Critical Problem Tickets		
Milestone	Help Desk Analyst	Technician
Resolution	<p>26. Contact each of the customers for whom “open” related problem tickets were opened as described in the <i>Related Problem Tickets</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. The technician will always verify with the customer of the critical problem ticket that a problem is resolved before closing the help desk ticket.</p> <p>y. Close the ticket.</p> <p>z. Inform the help desk analyst that the problem was resolved</p>

Table 3-1: Critical Problem information

3.5 Unacknowledged Critical Problem Ticket Escalation

After two (2) hours and the Help Desk analyst has been unable to reach the technician or technician’s manager, the OIT Administrator and HD Manager will each try to contact ISCs (as a parallel effort to the actions being taken by the help desk analyst) for assistance. Their efforts will be documented in a journal entry.

3.6 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 help desk (HD) analyst will normally not provide the name of the technician to the customer. The help desk analyst will do the following:

- Call the technician. If unable to reach the technician by phone, the analyst will leave a voice message and follow up with an e-mail.
- Either relay information from the technician to the customer, or have the technician contact the customer directly if that is the technician’s preference.
- If the technician does not provided the customer with an update within one hour, the help desk analyst will contact the HD Manager for assistance.
- Both the help desk analyst and technician will document all contacts and contact attempts in journal entries.

3.7 OIT Managed Servers

The server contact list will be used by the OIT Help Desk to contact the server POCs and ISCs for each application or website hosted on a server that is experiencing a critical problem. The help desk analyst will document all contacts and contact attempts in journal entries.

3.8 IHS - Wide Announcement of the Critical Problem

Depending on the severity and nature of the problem, IHS – wide announcements may be required to inform the customers of the critical ticket resolution status. 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:

- A minimum of approximately 25% of Indian Health Service staff are affected, outage impacts more than one Area office, or IHS headquarters is affected
- There is an unplanned total system outage of a major application
- An OIT Director or the CIO has requested that an announcement be sent

If only one Area is affected, responsible staff (e.g., 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. Once an announcement is sent, follow-up IHS – wide announcement messages should be sent at regular intervals or when the problem is resolved.

3.9 Related Problem Tickets

If additional customers call to report the same problem, the help desk analyst will do the following:

- Create a *new problem*, not critical problem, ticket.
- Add at the top of the description field the words type “**Related to Critical Problem Ticket #####**” – substituting the ticket number of the related critical problem.
- 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.
- 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

- Contact the customer to confirm that they are no longer experiencing a problem.
- Note in a journal entry whether the customer said the problem continued or stopped.
- If the problem stopped, the help desk analyst will inform the customer that their ticket will be closed, and to contact the OIT Help Desk if the problem reoccurs to have their ticket reopened.
- If more than one customer states that the problem still exists, the help desk analyst will reopen the critical problem ticket and handle the critical problem as if it were newly opened Document. Enter a note in both the critical problem ticket and any problem tickets for customers who are still experiencing problems, that the critical problem ticket *was reopened as a journal entry*.
- If only one customer is still experiencing problems, the help desk analyst will make an initial determination whether the reported problems are related to the original critical problem, or if the problems are unique to that specific customer. If the problem is unique to that specific customer, the help desk analyst will create a new ticket.

3.10 Critical Problem Status Report

By 9 AM each morning, the HD Manager will run a report of all non-closed critical 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.

4.0 Processing Problem (Non-Critical) Tickets

Specific OIT commitments to resolve problem tickets are documented in the OIT Customer Service Handbook – but commitments are generally to resolve problem tickets within one or two days of receipt during the technician’s specified hours of support.

4.1 Receipt of Problem

Upon receipt of a problem ticket, the help desk analyst will perform a quick analysis to determine if the ticket meets the criteria of being a problem or should be elevated to a critical problem. 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. In addition, the help desk analyst will correct any field values as required (e.g., customer phone number, customer location). The help desk will only accept Tier 3 problem tickets from field units and they must be initiated at the Area Office level. Requests received from sites will be directed to their associated Area office.

<p>Note: If the problem is determined to be a critical problem, follow the steps defined in the <i>Processing Critical Problems</i> section of this document.</p>
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4.2 Technician Responsibilities

The technician will work to resolve the ticket in the most timely manner possible, as specified in the *Problem Responsibilities* sub-section. This includes:

- Acknowledge the ticket within four (4) hours from the time of assignment.
- Check whether or not the problem should be elevated to a critical problem. If the technician determines the problem is actually a critical problem, the technician will:
 - Document the reason for upgrading the ticket to a “critical problem” in a journal entry.
 - Contact the help desk analyst monitoring the ticket by either e-mail or phone to alert them that the problem has been upgraded to a critical problem.
- Escalation of Decision: If the help desk analyst disagrees with the technician's interpretation of the criticality of the problem, the analyst will escalate the decision to HD Manager for final determination. In the meantime, the technician will continue to resolve the problem following

the critical problem procedures in the Processing Critical Problems section of this document.

- If the help desk agrees, then the help desk analyst will change the ticket from a “problem” to a “critical problem.”
- Make every attempt to resolve the problem within the time frame as specified in the OIT Customer Service Handbook.
- If there is a delay in resolving the problem, clearly stating the reason for the delay as a journal entry, along with an expected resolution date and time.
- Annotate the help desk ticket with a journal entry documenting the steps taken to troubleshoot or resolve the problem.
- Provide the customer with timely and complete updates on the status of the problem.
- Place in *monitoring status*. If there is any doubt as to whether or not a problem is resolved, putting the help desk ticket into monitoring status for at least one day and noting in the Status/Solution field (on the Call Logging panel in HEAT) 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 reoccur.

4.3 OIT Managers Responsibilities

The managers whose employees are assigned problem tickets are responsible for conducting oversight of the problem tickets assigned to their staffs to ensure that they comply in a timely manner with the responsibilities. The tracking efforts taken by the OIT Help Desk should be considered in addition to – not a replacement of – those performed by the manager.

4.4 Help Desk Analyst Responsibilities

A help desk analyst will track the ticket until it is resolved. Based on the nature of the problem the help desk analyst may also be the technician.

4.5 Problem Responsibilities

The times listed begin with the “create time” of the Problem 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 responsibilities listed following are the minimum actions that should be performed. The technician and help desk analyst are encouraged to be as proactive as time and workload allow.

Problem Tickets		
Milestone	OIT Help Desk	Technician
Within 2 hours	<p>1. Check the OIT Help Desk support documents to determine what information is required in the ticket.</p> <p>2. If additional information is required, contact the customer and update the ticket.</p> <p>3. Assign the ticket.</p> <p>4. Document all contact attempts and notifications as individual journal entries – noting the time and method of contact.</p>	See below
Within 4 hours	<p>5. If the ticket has not been acknowledged after 4 hours, send a follow-up e-mail to the technician.</p>	a. Acknowledge the ticket.
2 to 4 days	<p>6. If the ticket has not been acknowledged, continue to send a follow-up e-mail to the technician.</p>	<p>b. If not resolved by the end of the day, contact the customer and provide an estimated resolution date/time.</p> <p>c. For all open tickets not in monitoring status, create a journal entry describing:</p> <ul style="list-style-type: none"> • The status to date. • The estimated resolution date and time. • Problems preventing the resolution, as appropriate. <p>d. Document all contact attempts as individual journal entries – noting the time and method of contact.</p>

Problem Tickets		
Milestone	OIT Help Desk	Technician
5 or more days	<p>Unacknowledged Tickets</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 four 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. Note the time and method of contact.</p>	
1 month	<p>Open Problem Tickets</p> <p>12. Review all open problem 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"> • Contact the technician via e-mail to request that the technician update the ticket. • 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. • If ticket is not updated by the end of the second business day, check with the customer to see if the 	See “2 to 4 Days”

Problem Tickets		
Milestone	OIT Help Desk	Technician
	<p>problem still exists. If the problem no longer exists, annotate and close the ticket. Otherwise, escalate the ticket to the HD Manager.</p> <p>13. Document all contact attempts and notifications as individual journal entries – noting the time and method of contact.</p>	
Estimated Resolution Date/Time	<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"> • Contact the technician via e-mail for an updated estimated resolution date/time. • Request that the technician notify the customer of the updated estimated resolution date/time. <p>15. Document all contact attempts and notifications as individual journal entries – noting the time and method of contact.</p>	<p>e. If the estimated resolution date/time has passed:</p> <ul style="list-style-type: none"> • Provide the customer with an updated estimated resolution date/time. • Document the revised estimated resolution date/time as a journal entry, and in the “Status/Solution” field in call logging. <p>f. Document all contact attempts as individual journal entries – noting the time and method of contact.</p>
Monitoring Ticket (not to exceed one week unless unusual circumstances exist and are documented in the ticket)	<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 update the monitoring status and monitoring date as required.</p>	<p>g. Change ticket status to “Monitoring”.</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 “Status/Solution” field.</p> <p>j. Either close the ticket or extend the monitoring period when the specified monitoring period has</p>

Problem Tickets		
Milestone	OIT Help Desk	Technician
		<p>ended.</p> <p>k. When extending the monitoring period, notify the customer of the change and document the contact in a journal entry.</p>
Resolution	<p>18. If the “Reason for Closure” was “completed”, 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 reopened.</p> <p>n. If the ticket is being closed because it was invalid or cancelled by the customer or anything other than “completed”, indicate the correct “Reason for Closure.”</p> <p>o. Close the ticket.</p>

Figure 4-1: Table of information for problem tickets

4.6 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 help desk analyst will normally not provide the name of the technician to the customer.

The help desk analyst will take the following actions:

- Call the technician. If unable to reach the technician by phone, the analyst will leave a voice message and follow up with an e-mail.

- Either relay information from the technician to the customer, or have the technician contact the customer directly if that is the technician's preference.
- If the technician has not provided the customer with an update within four (4) hours, the help desk analyst will contact the HD Manager for assistance.
- Both the help desk analyst and technician will document all contacts and contact attempts in journal entries.

4.7 Management Reports

Technician managers 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.

4.7.1 Division Performance Alert Monitor Groups

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

- Unacknowledged for more than four (4) hours.
- Problem tickets that have not been resolved after two (2) duty days (excluding those in monitoring status).
- Problem tickets in monitoring status that have been open for more than two weeks.

4.7.2 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 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.

OIT commitments to resolve service requests are specified in the OIT Customer Service Handbook.

5.0 Processing Service Request Tickets

Upon receipt of a service request ticket, the help desk analyst will perform a quick analysis to determine if the ticket is correctly classified as a service ticket. In addition, the help desk analyst will correct any field values as required (e.g., customer phone number, customer location). The help desk will only accept Tier 3 service tickets from field units, and they must be initiated at the Area Office level. Requests received from sites will be directed to their associated Area office.

5.1 Technician Responsibilities

The technician will work to resolve the ticket in the timeliest manner possible. This includes the following:

- Make every attempt to fulfill the service request within the time frame as specified in the OIT Customer Service Handbook.
- State Reason for Delay. If there is a delay in resolving the problem, clearly stating the reason for the delay as a journal entry along with an expected resolution date and time.
- Provide the customer with timely and complete updates on the status of the service request.

5.2 OIT Managers' Responsibilities

Managers whose employees are assigned service request tickets are responsible for conducting overview of the tickets assigned to their staff, to ensure that they comply in a timely manner with the responsibilities. The tracking efforts taken by the OIT Help Desk should be considered in addition to – not a replacement of – those performed by the manager.

5.3 Help Desk Analyst Responsibilities

A help desk analyst will track the ticket until it is resolved. Based on the nature of the service request the help desk analyst may also be the technician.

5.4 Service Requests Responsibilities

The times listed in the following table begin with the “create time” of the Service Request 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 responsibilities listed are the minimum actions that should be performed. The technician and help desk analyst are encouraged to be as proactive as time and workload allow.

Service Request Tickets		
Milestone	OIT Help Desk	Technician
Within 2 hours	1. Check the OIT Help Desk support documents to determine what information is required in the ticket. 2. If additional information is required, contact the customer and update the ticket. 3. Assign the ticket. 4. Document all contact attempts and notifications as individual journal entries – noting the time and method of contact.	See below
Within 4 hours	5. If the ticket has not been acknowledged after four (4) hours, send a follow-up e-mail to the technician.	a. Acknowledge the ticket.
2 to 4 days	6. If the ticket has not been acknowledged after four (4) hours, continue sending a follow-up e-mail to the technician.	b. If the service was not provided within the service commitment period, contact the customer and provide an estimated resolution date and time by which it shall be provided. c. For all open tickets not in monitoring status, create a journal entry describing: <ul style="list-style-type: none"> • The status to date. • The estimated resolution date and time. d. Document all contact attempts as individual journal entries – noting the time and method of contact.
5 or more days	Unacknowledged Tickets 7. If a ticket is not acknowledged, attempt to contact the technician via phone. 8. If you receive a message that the	

Service Request Tickets		
Milestone	OIT Help Desk	Technician
	<p>technician is out of the office, contact the technician’s manager for assistance.</p> <p>9. If the ticket remains unacknowledged four 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.</p>	
1 month	<p>Open Problem Tickets</p> <p>12. Review all open problem 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"> • Contact the technician via e-mail to request that the technician update the ticket. • 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. • 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. 	See “2 to 4 Days”

Service Request Tickets		
Milestone	OIT Help Desk	Technician
	<p>13. Document all contact attempts and notifications as individual journal entries – noting the time and method of contact.</p>	
Estimated Resolution Date/Time	<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"> • Contact the technician via e-mail for an updated estimated resolution date/time. • Request that the technician notify the customer of the updated estimated resolution date/time. <p>15. Document all contact attempts and notifications as individual journal entries – noting the time and method of contact.</p>	<p>e. If the estimated resolution date/time has passed:</p> <ul style="list-style-type: none"> • Provide the customer with an updated estimated resolution date/time. • Document the revised estimated resolution date/time as a journal entry, and in the “Status/Solution” field in call logging. <p>f. Document all contact attempts as individual journal entries – noting the time and method of contact.</p>
Monitoring Ticket (not to exceed one week unless unusual circumstances exist and are documented in the ticket)	<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 update the monitoring status and monitoring date as required.</p>	<p>g. Change ticket status to “Monitoring”.</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 “Status/Solution” field.</p> <p>j. Either close the ticket or extend the monitoring period when the specified monitoring period has ended.</p> <p>k. When extending the monitoring period, notify the customer of the change and document the contact in</p>

Service Request Tickets		
Milestone	OIT Help Desk	Technician
		a journal entry.
Resolution	18. If the “Reason for Closure” was “completed”, a Customer Quality Survey request may be automatically sent to the customer (randomly generated).	l. Always make three attempts – on separate days – to verify with the customer that a problem is resolved before closing the help desk ticket. 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 reopened. n. If the ticket is being closed because it was invalid or cancelled by the customer or anything other than “completed”, indicate the correct “Reason for Closure.” o. Close the ticket.

Figure 5-1: Table of information for service request tickets

5.5 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 help desk analyst will normally not provide the name of the technician to the customer. The help desk analyst will:

- Call the technician. If unable to reach the technician by phone, the analyst will leave a voice message and follow up with an e-mail.
- Either relay information from the technician to the customer, or have the technician contact the customer directly if that is the technician’s preference.
- If the technician has not provided the customer with an update within four (4) hours, the help desk analyst will contact the HD Manager for assistance.

- Both the help desk analyst and technician will document all contacts and contact attempts in journal entries.

5.6 Management Reports

Technician managers 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.

5.6.1 Division Performance Alert Monitor Groups

The HD Manager will ensure that each Division Director has Alert Groups configured for tickets with open assignments, from each branch/division, for which one of the following applies:

- Unacknowledged for more than four (4) hours
- Problem tickets that have not been resolved after two (2) duty days (excluding those in monitoring status)
- Problem tickets in monitoring status that have been open for more than two weeks

5.6.2 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 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.

6.0 Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT User Support (IHS) by:

Phone: (505) 248-4371 or (888) 830-7280

Fax: (505) 248-4297

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

E-mail: support@ihs.gov