

Prioritization Levels

Urgent

Helpdesk Response: Work until it is resolved.

- A campus wide service is slowed or stopped.
- A campus wide teaching/business process is stopped.
- A critical service is stopped in a localized area or an individual.
- An incident preventing teaching /business processes from happening in a localized area or for an individual.

Examples are

- Hardware failure
- Classroom technology issues
- Localized network connectivity issue

Medium

Helpdesk Response: Respond in 2-4 business hours. Resolve within 2 business days.

- A campus wide event, but a work around is available.
- A localized service is slowed significantly.

Examples are

- Password reset
- No dial tone
- Workstation locking up
- Space increase

Normal

Helpdesk Response: Respond in 4 business hours. Resolve within 5 business days.

- A localized or individual incident, but a work around is available.
- A service has been significantly slowed for an individual.
- Routine service requests

Examples are

- Print service interruptions
- File restorations
- New network accounts
- Software questions
- Consulting

Scheduled

Helpdesk Response: Respond in 4 business hours. Resolve on or by the date requested.

- Service requests for a specific date
- Hardware upgrades
- Software installation

Examples are:

- Office moves
- Computer upgrade
- Event support
- Equipment setups
- Training

Vendor Issues

Helpdesk Response: Respond in 4 business hours. Resolved by vendor.

- FrontRush
- Google Suite
- Jenzabar
- Libcal
- Maxient
- Mediat
- Mentimeter
- Navigate
- Panopto
- Qualtrics
- Rave
- SafeColleges
- Salesforce
- SPOL
- Teamwork
- Turnitin
- Zoom