Service Desk Triage Policy

The primary role of the IT Department is to support end users in completing business tasks. In order to ensure this role is carried out in a timely and high quality manner, a policy has been established to help assign priority levels to problems or issues reported by end users to the IT Department.

General Guidelines

1. Before contacting the service desk, try the following:
   - If data loss isn’t a concern, reboot your system if possible.
   - Try to find a resolution to the problem yourself, by reviewing available documentation help sheets, and posted FAQs for the system that is presenting problems. This information can be found at [http://myusek](http://myusek) and [https://servicedesk](https://servicedesk).
2. Problems and requests designated as Level 1 Severity will take priority. Level 4 Severity issues hold the lowest priority.
3. Problems and requests within a specific priority category will be handled on a first come, first served basis.
4. In some cases, special consideration will be given to mobile and remote employees, whose access to company resources is more constrained.
5. In the event of a natural disaster, failure of a third-party utility (such as electrical power), or some other catastrophic event, stated response and resolution times may be longer.

Priority Categories

The following table shows different priority levels for requests, a brief description of what constitutes each priority category, and timelines for problem response and resolution by the IT Department.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Description</th>
<th>Response Time</th>
<th>Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Critical system is down. Functions not usable. No workaround or alternative is available. Data is corrupted. Many end users are affected. Regulatory/legal deadlines will be missed.</td>
<td>15 Minutes</td>
<td>1 Hour</td>
</tr>
<tr>
<td>Level 2</td>
<td>Some functions are usable with severe restrictions. No workaround or alternative is available. Several end users affected.</td>
<td>1 Hour</td>
<td>4 Hours</td>
</tr>
<tr>
<td>Level 3</td>
<td>Basic functions are usable with minor restrictions.</td>
<td>4 Hours</td>
<td>Next Business Day</td>
</tr>
<tr>
<td>Level</td>
<td>Workaround or alternative is available. One or more users affected.</td>
<td>One or more users affected.</td>
<td>Minor problem. Functions are usable. Defect is cosmetic or simply a nuisance.</td>
</tr>
<tr>
<td>-------</td>
<td>--------------------------------------------------</td>
<td>-----------------------------</td>
<td>--------------------------------------------------</td>
</tr>
</tbody>
</table>

**Contact Information**

To report a problem or submit a request, use one of the mechanisms listed below. Be prepared to state your name, department, e-mail address, telephone number, the nature of the problem you are experiencing, the number of affected users, and the severity of the problem as it relates to your (or your colleagues’) ability to complete necessary work.

- Send an e-mail to servicedesk@usek.edu.lb.
- Fill out the online form located on the intranet at https://servicedesk.
- Call 1414.