



Service Desk Incident Ticket Logging			
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Administrative Responsibility:	IT Operations	Review Scheduled:	04/01/28
KB Article:	<a href="#">KB0010473</a>		

## PROCESS

IT Incident and Problem Management: A Quick Guide for Faculty and Staff

This procedure outlines how Information Technology Services (ITS) handles incidents to restore normal operations quickly and efficiently.

The Goal: Incident Management

The main objective is to **restore normal operations as quickly as possible** with the least impact on you or the institution, while providing a cost-effective level of service.

**An Incident is defined as:** Any event that is not part of the standard service operation and which causes, or may cause, an interruption or a reduction in the quality of the service.

### What is considered an Incident?

- Network outages
- Hardware resets or changes
- All user questions (e.g., "How do I...")
- Performance issues
- Errors and failures in software, network, and hardware

The Process: Incident Life Cycle

The Incident Management process includes the following activities:

- Incident detection and recording
- Classification and initial support
- Investigation and diagnosis
- Resolution and recovery

- Incident closure
- Incident ownership, monitoring, tracking, and communication

#### Reporting an Incident (Identification and Logging)

- **Contact the Service Desk:** When a call or request is received, a Service Desk analyst will log it.
- **Priority is Set:** The analyst determines the priority (High, Medium, or Low) based on the **impact** and **urgency** (e.g., High is a server down; Low is a software install).
- **Communication:** You will receive an email with the **ticket number** to verify the incident is logged. An additional ticket will be sent when the incident has been **resolved**.

#### Escalation

If an incident is assigned to an Incident Management team and is not resolved within the assigned timeframe, the ticket is **automatically escalated** to the Supervisor of that team.

#### Problem Management

ITS uses a proactive approach to prevent recurring incidents:

- The Service Desk meets weekly to identify the **root cause** of incidents.
- Incident calls are analyzed weekly through **trending analysis**.
- Corrective solutions are identified and implemented to eliminate ongoing issues.

#### REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
07/01/2012	Creation	All	OCS Supervisor	TCS Manager
03/05/2026	Revision	All	TCS Manager	TCS Manager