Standard operating procedure assignment

This Is assigned automatically to all emailed helpless requests. Projects, and long term tasks should also be assigned this priority unless they fall Into one of the levels below. 2. Low Priority: The default priority for all Ref's entered into the ticketing system, the expected time to completion is based on where it falls in the technicians queue, but not to exceed 30 days. Should a ticket reach 31 days with no activity, it will automatically be escalated by the ticketing system to medium priority. Notification will be sent on rarity changes. 3.

Medium Priority: Should this priority be set, the expectation is that it will be completed within 9 business days. Should a ticket reach 10 days at this priority with no activity, it will automatically be escalated by the ticketing system to high priority. Notification will be sent on portly changes. 4. High Priority: Should this priority be set, the expectation Is that It will be completed wealth 4 business days. Should a ticket reach 5 business days with no activity, the technician will be notified by email every business day until it has been completed.

Notification will be sent on priority changes. 5. Severe Priority: The Severe Priority is exclusively reserved for tickets that require the immediate attention of a level three staff member, and takes priority over everything else in the department. Should this priority be set, it must be well documented by the person that is setting the priority. When this priority is set, all Managers and level three staff will be notified by email and will be required to follow the appropriate SLAB to close out the ticket or lower it to a deferent priority.

Should a ticket be automatically escalated, the technician will not lower It's priority without written permission from a Manager or level three staff member. Creating Tickets (RFC): ACTS Staff will record the issue information into the Support Ticket System, the Group Category Category Option Assignment Room Number/Location Asset Reference (If there is one in Sensors) Subject Note (Relevant information about the problem occurrence, such as, " is this the first time you have experienced this problem," etc.) ACTS staff members will also provide the following: On-site support as needed and required.

Contacting the appropriate department/vendor to respond to the request for support, as needed. Responding to requests for assistance in a timely manner. Once notified of a request for assistance, a ACTS staff member will respond accordingly based on the priority assigned to the issue. If more information needed to process the request and assign priority is incomplete, then the ACTS staff member will request additional information from the contact at this time. Resolving all requests for support in a timely manner.

Every effort will be made by the ACTS staff embers to resolve issues within the guidelines established for the various priorities assigned to requests for assistance. These guidelines may not apply to resolution of issues received for external vendor services, such as BEES, Mammalian, and Systems Engineering. When a ticket is escalated to an outside vendor the assigned technician will notify the contact on the ticket and explain why they are taking this action. The Status will be changed to an On-Hold option and the technician will follow with the vendor weekly, updating the ticket with what information they receive. Communicating with the user on progress in

resolving the call. ACTS staff members will provide regular status updates for Medium and High priority open tickets. Weekly updates will be provided for Medium and daily for High priority open tickets. All status updates will be delivered by a reply to the contact within the ticket. Should the contact not have an email account with the Portland Schools, a phone call will be place and the ticket will be updated with a summation of the conversation. Proposing a viable workaround when possible.

ACTS staff members will make every effort to provide alternate means to fulfill a task that a user is attempting to perform. Any workaround will be documented in the ticket, and converted to a Knowledgeable article when closed. Documenting the resolution when closing a ticket. Upon resolution, the ACTS staff member will document the resolution in the support ticketing system, notify the user that their issue has been resolved, how it was resolved, complete/correct any ticket information, close the ticket, and converted to a Knowledgeable article when closed should the technician feel that others may infinite from their results.

Escalation: (Indirect) If the request requires assistance from another staff member to resolve the issue, the assigned technician will thoroughly document the issue within the ticket. In doing so the staff member being assigned the ticket will be able to efficiently work on issue in a timely manor without having to research the issue in its entirely. There are certain extent the documentation required within the ticket is needed. ACTS staff members are responsible for notifying the ticket's contact when an issue has been transferred o another member of the department.

Upon resolution, the ACTS staff member will document the resolution in the support ticketing system, notify the user that their issue has been resolved, how it was resolved, complete/correct any ticket information, document the resolution, close the ticket, and converted to a Knowledgeable article when closed, should this information be deemed useful to others. Escalation: (Direct) Calls or tickets received by a ACTS technician that should be directly forwarded to another staff member will be handled in the following manner: The ACTS staff member ill create a ticket for the call, or will review the ticket if created directly by a user.

Once it's determined that the issue should be handled by another staff member, the technician will assign the ticket to the appropriate person documenting the reason behind the transfer in the ticket, and notify the user of the transfer. The newly assigned staff member will then follow existing guidelines for issue resolution, including correspondence with the customer, updating tickets of telephone conversations, and work related to the issue.

Upon resolution, the ACTS staff member ill document the resolution in the support ticketing system, notify the user that their issue has been resolved, how it was resolved, complete/correct any ticket information, document the resolution, close the ticket, and converted to a Knowledgeable article when closed, should this information be deemed useful to others. Responsiveness: The ACTS staff will be expected to respond to issues according to the order in which they are received, status, and the assigned priority.

Severe Priority requests will be given top priority for immediate support. Other requests will be addressed according o the assigned priority, and the

age of the issue. As ACTS strives to complete tickets in a timely manor, information may be requested from an end user. In the event when a period of two weeks passes and modification to a ticket in which a technician requests information has not happened, the help desk system will close the ticket and notify the user. Should this be in error an end user may reply to the ticket requesting that the ticket be reopened.

Reporting Requirements: ACTS staff may be asked to create reports based on criteria such as status, priority, open date, and close date. Such reports may be run daily so that the ACTS Director or Chief Operating Officer can monitor service request status, and provide the most timely customer service possible. Status on open and active service requests will be provided by replies within the ticketing system to the tickets contact. In addition to these daily status reports, the ACTS staff may develop reports that will measure the Help Desks effectiveness, based on our established criteria for issue resolution.