



# ICT HELPDESK POLICY

Council Approved: 05/12/2017

Council Resolution Nr: C.5

## 1. SUPPORT:

Under normal operations, support will be given on a first-come, first-served basis and problems will be solved as soon as possible. However, the following ranking scheme should be used to categorize all requests for assistance. Additional consideration may be given to remote users. The contact and resolution times given below are the ICT department's general guidelines under normal circumstances. During extraordinary situations, such as a natural disaster, prolonged power outage, or other catastrophic events, contact and resolution times may be longer.

Priority	Issue	Contact	Resolution
1	Issue of the highest importance--mission-critical systems with a direct impact on the organization (Examples: widespread network outage, payroll system, sales system, telecom system, etc.)	Immediate-5 minutes	30 minutes
2	Single user or group outage that is preventing the affected user(s) from working (Examples: failed hard drive, broken monitor, continuous OS lockups, etc.)	15 minutes	1 hour
3	Single user or group outage that can be permanently or temporarily solved with a workaround (Examples: malfunctioning printer, PDA synchronization problem, PC sound problem, etc.)	30 minutes	Same Day
4	Scheduled work (Examples: new workstation installation, new equipment/software order, new hardware/software installation)	1 hour	1-4 days
5	Nonessential scheduled work (Examples: office moves, telephone moves, equipment loaners, scheduled events)	Same Day	5 days