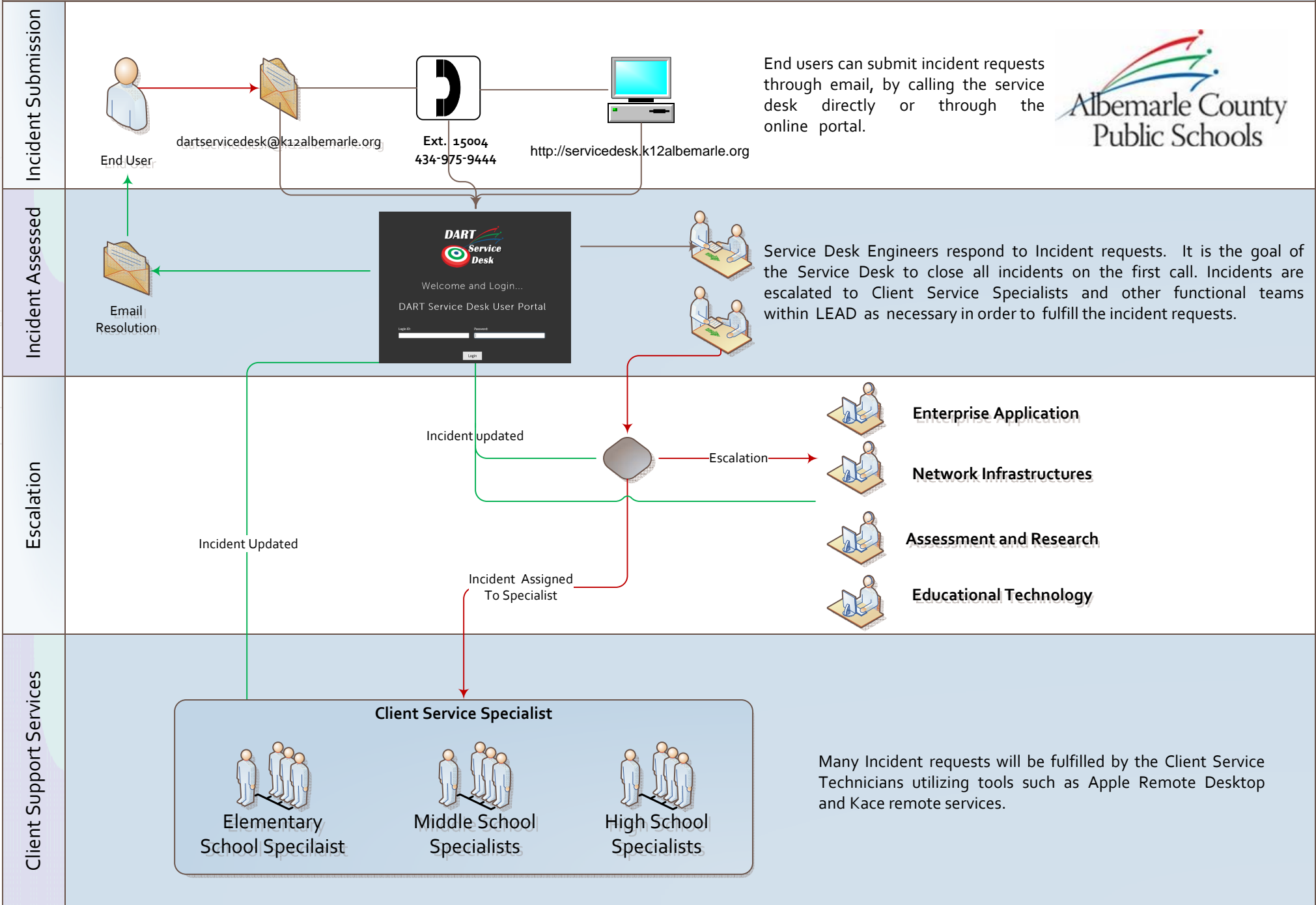


Support Desk – Incident Process



Flowchart definitions, instructions and reminders:

- **Incident Submission:** End users can submit incident requests through the online portal, by calling the support desk, or by email.
- **Incident Assessment:** Service Desk Engineers will respond to Incident Requests within 1 business day. It is the goal of the Service Desk to close all incidents on the first call.
- **Escalation:** Incidents are escalated to the appropriate Client Service Specialist or other LEAD functional team(s) as necessary in order to fulfill the incident requests.
- **Incident Updates:** Both the Service Desk Engineers and the assigned support team can and will update the incident, or ticket, on Kace. You will receive an email with your assigned ticket number as soon when your ticket has been logged into the system. You may then access your ticket to view notes or updates as the ticket is being resolved. You may be contacted by email or phone to gather additional information relating to the issue. Please respond to these emails or calls promptly to assure the fastest possible resolution to your ticket.
- **Email Resolution:** An email resolution will be sent directly to your inbox, stating the resolution for the issue, and typically will be titled "Ticket # has been closed."
- **End User Option:** If you are not satisfied with the resolution of the incident report, you have the option to re-open the ticket. Simply log in to the [Service Desk](#), select the desired ticket, and select the dropdown menu next to "Ticket Status" to re-open the ticket. It is always smart to add a note when you re-open a ticket to make the Service Desk Engineers aware of the new or updated issue.

(*This is the foundation for Service Desk processes and should be used as a guideline for reporting technical issues, from hardware to software.)