ASUS Help Desk Procedures

The Help Desk can be contacted via phone (973-3299), email (asus@maine.edu), in person, and by using the ticket system. The ticket system is primarily used to log issues and requests for work and to escalate issues and requests to appropriate staff. Reports are regularly run to monitor progress on logged tickets and to help the ASDS team and System-level staff to identify problem trends.

The following outlines procedures for using the ticket system:

**Tickets are created by campus functional experts to -**
- Report issues regarding administrative systems to ASDS staff.
- Request work of ASDS staff.
- Request modification to a system after a mod has been approved by appropriate governance committees.

**Tickets are created by UMS ITS staff to -**
- Log issue reported by campus functional experts via phone or email.
- Log request for work.
- Log an urgent issue (i.e. a system is down) reported by campus functional expert. Typically the campus expert will phone the ASUS Help Desk to report the issue and Help Desk staff will immediately notify appropriate UMS ITS and System-level staff and enter ticket to document and track issue.

**How tickets are assigned -**
- All assignments will be handled internally by the ASDS staff.
  - ASUS Help Desk staff will initially assign ticket to appropriate SME or production support manager for review.
  - SME or production support manager will reassign ticket as necessary.

**How tickets are updated -**
- After a ticket is submitted and work on the issue progresses, the ticket will be updated by the ASDS staff.
- If a note is needed or a task is requested by the user, she/he may add entries to the ticket when appropriate.

**How tickets are closed -**
- Ticket closure will vary upon the nature of the ticket.
- The ticket should be closed on verification of fix/enhancement within the production environment. If the time between the supplied fix/enhancement and a chance to verify is great, the ticket may be closed and revisited at a later date. This decision should be based upon communication between the user and person responsible for the ticket.
- If a ticket is a common request or data issue where the resolution is already known, the ticket may be closed upon data correction. For example, a duplicate ID or data change.
- The last ASDS staff member responsible for the ticket will take the proper actions to close the ticket. These actions include fix verification, making sure all assignments have been resolved and communication with the user.
How tickets are reopened -
- Tickets may be reopened by sending a request to the ASDS staff.

Ticket Priorities -
- 1 - Urgent— Reported issue requires immediate escalation to ASDS staff. An example of an urgent issue is a system failure that interrupts the course of business for a large number of users. Support Staff will be expected to halt any further progress of other issues until proper attention is given to an urgent issue. The ticket must be addressed within a 24-hour period. Support staff and ticket submitter must be immediately available for communication, testing and approval of resolution.
- 2 - High— Reported issue is important and needs strict attention. This issue can affect numerous users or impedes work-flow. An example of a high priority ticket may involve a table setup, coding issue or a security setting for a large module. Support staff and ticket submitter must be readily available for communication, testing and approval of resolution.
- 3 - Routine— Reported issue does not require immediate attention and affects a single user or very few users. An example is an unexplained error message that does not disrupt completion of a process.
- 4 - Low— Reported issue does not require quick resolution or escalation. An example is a request for a system enhancement.
- 5 - Scheduled - Reported issue is an expected issue that does not impact workflow.

If you feel that the priority of a ticket needs to be adjusted after ticket submission, please contact the ASUS help desk.

Ticket Status -
- Tickets will include two separate status sections, available for viewing only.
- The first section, Call Status, will consist of Open, Closed, or Reopened.
- The second section Sec. Status (secondary status) pertains to the issue’s progress.
  - Abandoned - Entered when a ticket has been abandoned due to a previous resolution or change in situation where ticket is no longer an issue.
  - Assigned - Indicates ticket has been assigned to a System-level staff.
  - Closed as Duplicate - Entered when ticket entered is an already reported issue. Associated ticket numbers must be entered in Resolution field when “Closed Dup” status is entered.
  - In Progress - Indicates System-level staff are actively working on issue/request for work.
  - In Test - Entered when fix/enhancement is in place and needs testing by appropriate parties.
  - New - New ticket is submitted and not yet reviewed.
  - Parked - Entered when issue is awaiting a specific event to occur, such as a time sensitive action or a planned revisit to the issue at a future date.
  - Ready to move into Production - Indicates a fix/mod/enhancement has been fully tested and signed off by the user/functional community. At this point, the next step is to move this into the proper production environment.
  - Resolved - Entered when ticket is closed. Issue resolved/work complete.
• **Test Successful** - Indicates a fix/mod/enhancement has been tested and passes all specifications/requirements. This status should be used before an item is marked “Ready to move into production”.

• **Test Failed** - Indicates a fix/mod/enhancement has failed one or all of the specifications/requirements/proposed fixes. At this point, a discussion should take place to determine the next step.

• **Waiting for Developer Resource** - Waiting for Developer resource to become available to work on issue.

• **Waiting for Functional Review** - Waiting for review at the functional level.

• **Waiting for more Functional Information** - Indicates that an issue is waiting for more functional feedback or review before the next action is taken.

• **Waiting for more Technical Information** - Indicates that an issue is waiting for more technical feedback or review before the next action is taken.

• **Waiting for more User Information** - Indicates that an issue is waiting for more user feedback or review before the next action is taken.

• **Waiting for Patch** - Entered when a potential fix for a submitted issue is offered in an upcoming patch release.

• **Waiting on Priority** - Needs to be considered by production support team prior to assigning.

• **Waiting for Technical Review** - Waiting for technical team to review issue and assign a resource accordingly.