



Help Desk Incident Priorities

When you contact the Help Desk for support, a new incident is logged to document the question or issue you're reporting.

If the help desk analyst is unable to resolve the incident, they will assign it to another IT group. You will receive an email with the incident number and the estimated response time.

Incident priority is based on the situation and how many users are affected. Priorities and response times are listed in the table below. Keep in mind that these are response times, not resolution estimates. It may take longer for your incident to be resolved.

Priority	Expected Response	Description
Critical	Immediate	System-wide network problems or issues affecting multiple users
Emergency**	4 hours	Single user down with no temporary resolution possible
High	1-2 business days	High priority issue
Standard	2-4 business days	Low priority issue

****IMPORTANT!****

- ❑ **If the help desk is able to provide a workaround, the incident will be downgraded from emergency.**
- ❑ **Podium PCs are assigned a severity of "Emergency" with a maximum response time of four hours. Shorter response times are likely, but will be dependent on the number of other emergencies in the queue. Therefore, we recommend that faculty have a backup plan in the event of malfunctioning equipment.**

Help Desk incident data is used to produce statistics to track the progress of problems and solutions. Contact us at 937.512.HELP (4357) or helpdesk@sinclair.edu.

You can also open an incident by logging on to Ivanti Service Manager <http://selfservice.sinclair.edu>.