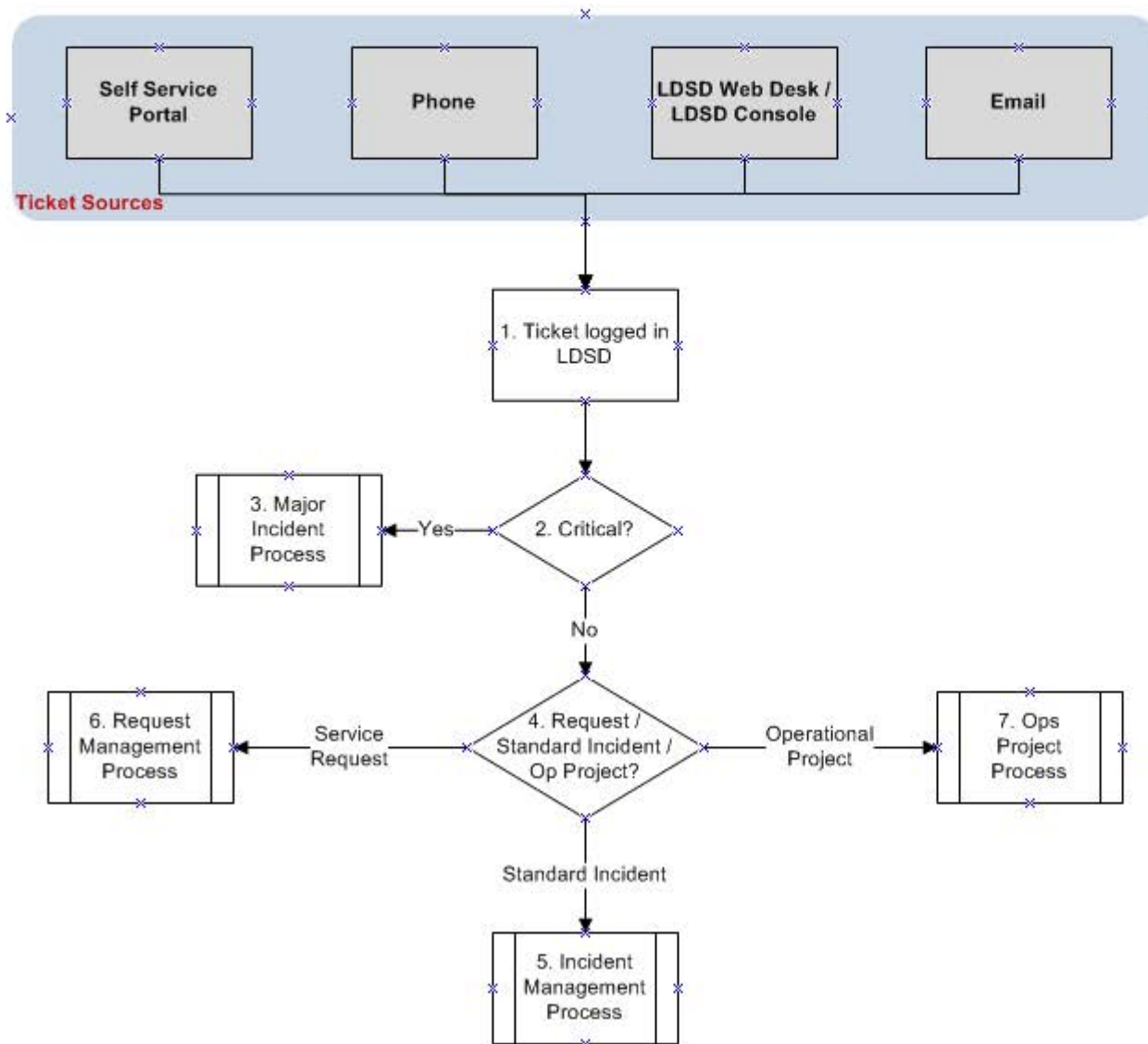


# ITS Service Desk Ticketing Process



**Initial Logging of Ticket**

**Sources:**

- LDSD Self Service Portal (End User)
- LDSD Console / Web Desk (Analyst)
- Phone (Analyst)
- Email (Analyst)

**Category**

- **Major Incident** (Major / significant service failure with high impact, as defined by individual service Owner (eg. Priority 1 Incidents))
- **Standard Incident** (Break Fix)
- **Service Request** (May be templated with automatic workflow e.g. internet Account Provisioning, Password Reset)
- **Operational Project** (Projects may involve coordination of tasks amongst multiple groups or within one group that may span over a period of time)