ITS Service Desk Ticketing Process

Ticket Sources

1. Ticket logged in LDSD

2. Critical?
   - Yes → 3. Major Incident Process
   - No → Operational Project

3. Major Incident Process

4. Request / Standard Incident / Op Project?
   - Yes → 5. Incident Management Process
   - No → Service Request

5. Incident Management Process

6. Request Management Process

7. Ops Project 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)