DoIT Help Desk Incident Management Process
Who We Are
Our Incident Management Process

Phone
Chat
E-Mail

Let's Just Do This Live
Normal Incident Workflow

Level 1: Initial Contact

Floor Supervisor (HDQA):
- Escalate
- Resolved

Escalation Paths:
- Level 2
- Technologist

Additional Escalation Paths:
- Technologists
Major Incident Workflow

Help Desk
- Logs incident
- Communicates with SNCC to establish outage message, and continues to provide regular updates to SNCC
- Continues fielding customer questions with updated information as provided

SNCC
- Contacts technologist and coordinates a solution
- Engages situation manager (if needed)
- Coordinates with technologist/situation manager to regularly update outage page
- Resolves outage at end of incident

DoIT Communications
- If needed, will send campus-wide information updates via available channels (E-Mail, Twitter, Outage Page, Rave, etc.)
What to do When...

• The process doesn’t work
• You get lackluster response from ANYONE
• ANYTHING goes not-according-to-YOUR-plan...

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