

DoIT Help Desk Incident Management Process



Who We Are



Our Incident Management Process

Phone



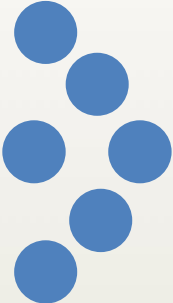
Chat



E-Mail



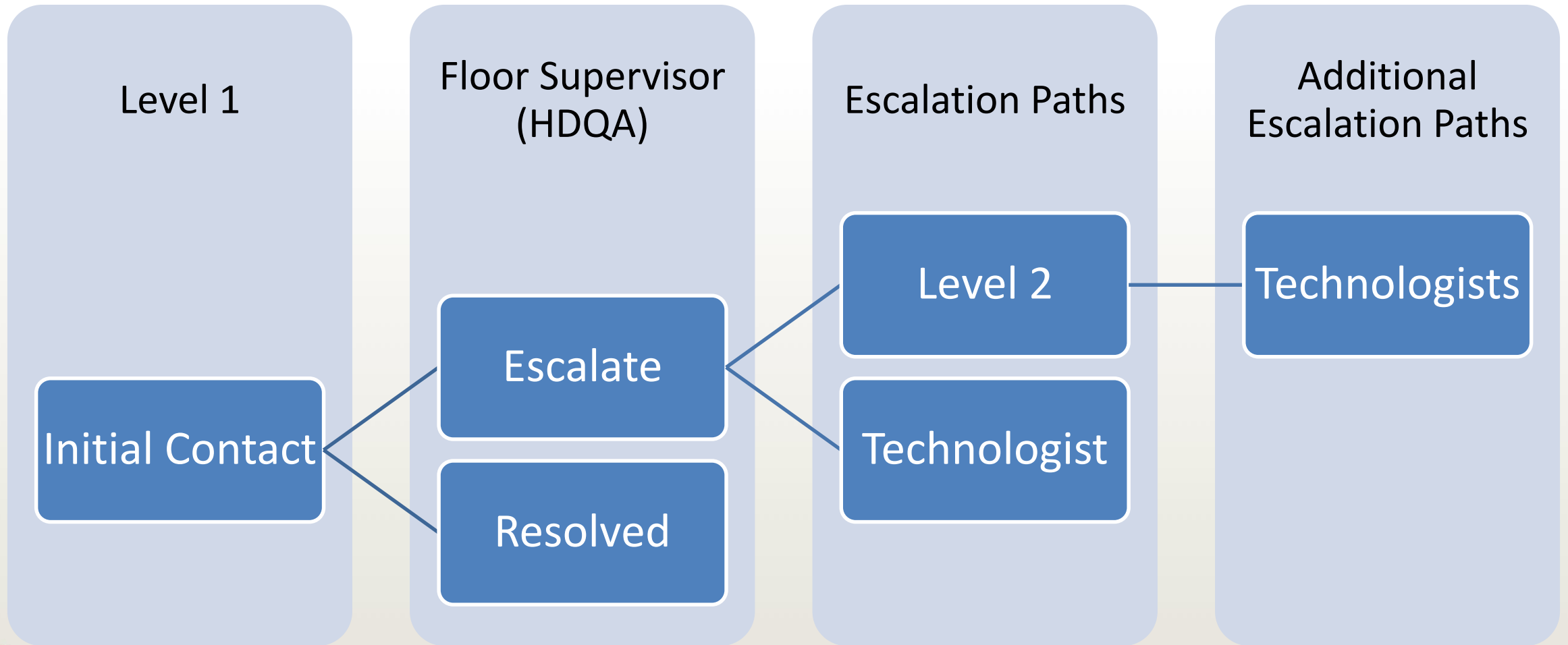
Let's Just Do This Live



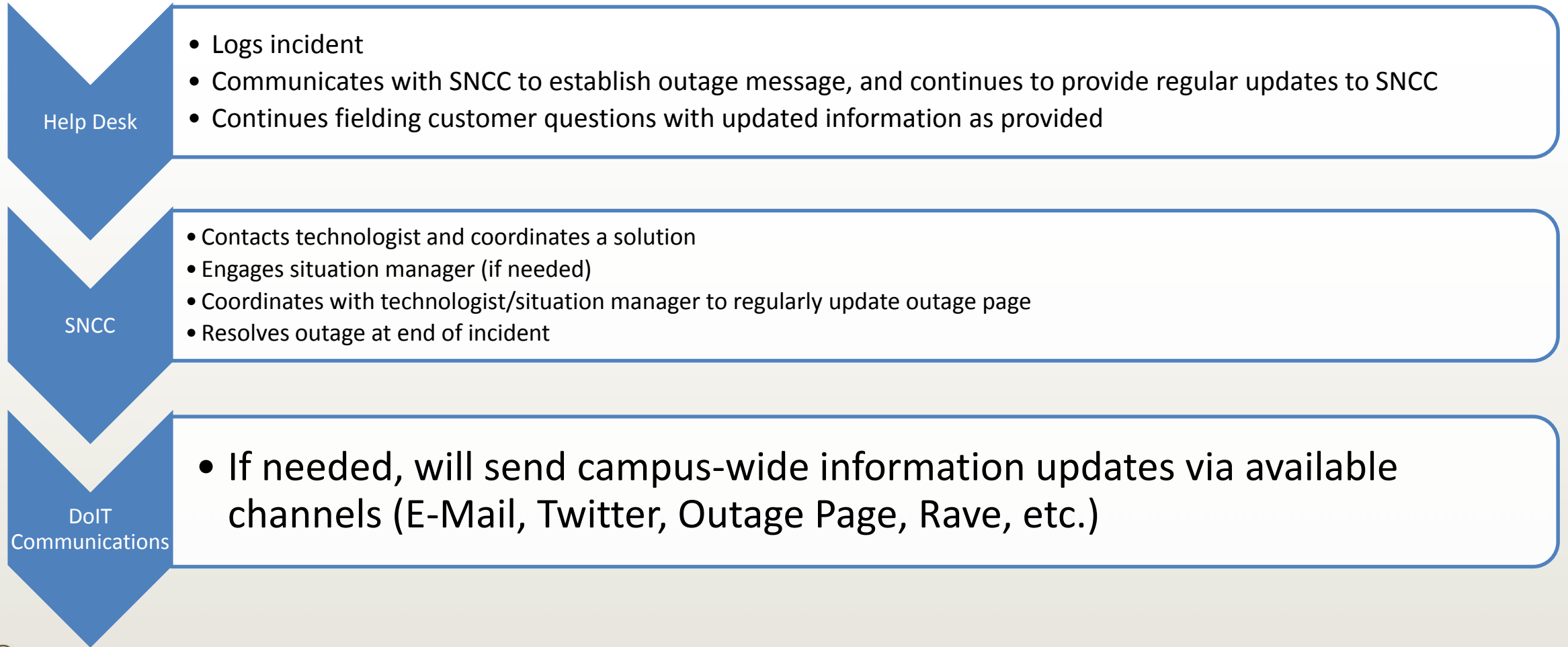
LIVE DEMO



Normal Incident Workflow



Major Incident Workflow



What to do When...

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

Send an e-mail to: doithdleadership@office365.wisc.edu



