Help Desk Incident Work Flow

Help Desk receives Support Unit Help Ticket Request

- Incident is created in EasyVista

- Ticket is assigned to appropriate Help Desk or DoIT Staff Member

- Help Desk Staff Member acknowledges incident and contacts user

- Help Desk Staff research issue for possible solutions

- Is issue resolved?
  - Yes: Fix confirmed with User
    - Yes: Incident closed
    - No: Incident is deemed Closed Unresolved
  - No: Help Desk Staff member works with user to determine issue and possible solution

- Do various solutions fix issue?
  - Yes: Help Desk Staff works with user to determine issue and possible solution
  - No: Does it require DoIT intervention?
    - Yes: Incident reassigned to DoIT for further action
    - No: Can it be resolved with other agency assistance?
      - Yes: Help Desk works with other agency.
      - No: Incident is deemed Closed Unresolved

- Incident reassigned to DoIT for further action

- Is Incident resolved?
  - Yes
  - No