

Faculty of Health Science - HelpDesk

Prioritising calls for IT Assistance

The Faculty HelpDesk is the single point of contact for all Faculty staff and students who are seeking to remedy a problem with their computer or are seeking advice about an IT matter relating to their work.

The HelpDesk receives thousands of calls for assistance every year and the HelpDesk Administrator must have a way of determining whose call should take priority if all IT support staff are already busy. The way of doing this must be transparent and acceptable to all in the Faculty community.

How calls are prioritised

The fundamental premise underlying the priority system is that IT support should always be first targeted at addressing problems that have the capacity to be most detrimental to the Faculty and its operations. Generally, this means that the more people who are affected then the higher the priority. However, the system also reflects the fact that sometimes a higher priority is accorded to a problem that would affect a few people disastrously, rather than to one which would affect many insignificantly.

Priority	Description	Response Time
1	Whole campus affected and all staff and students unable to complete work or virus outbreak.	Immediate
2	Whole building affected or Dean, Associate Deans, Faculty Manager and Faculty Executive Officer unable able to complete an urgent task important to the well being of the Faculty.	30 minutes
3	Whole Floor of building affected or heads of budget centres unable to complete an urgent task of importance to the Faculty or their budget centre.	1 hour
4.	Work section affected and staff and students unable to perform their work or purchase officers unable to complete an urgent task of importance to the Faculty or their budget centre.	2 hours
5	Individual staff member affected and unable to perform urgent tasks of high importance to their budget centre.	4 hours
6	Individual student affected and unable to complete an assignment on time	1 day
7	Intermittent problem that is not preventing completion of work but is interfering with productivity.	3 days
8	Server and faculty wide infrastructure upgrades	1 week
9	General maintenance work, upgrades of software, system upgrades on individual computers.	1 month
10	Development project	As time and resources permit

Moving up the priority list

So that lower priority problems do not get constantly overtaken by new higher priority problems, the HelpDesk automatically escalates a problem to the next highest priority level once the normal response time has elapsed, and thereon upwards as the respective response times lapse . However, a newly listed job in the same priority category will be attended to do before a problem that has been escalated from a lower priority.

Appeals and Complaints

If you are unhappy with the priority accorded to your problem and cannot resolve this with the HelpDesk Administrator then you can ask the Faculty Manager to review the decision. This particularly applies to jobs that have been logged for a considerable period and not resolved because other jobs have a higher priority.