

**Whitehall City School District**  
**Technology Department**  
**Subject: Work Order/Trouble Ticket Priority Policy**

The trouble ticketing priority systems is designed to define the way requests are addressed based on their priority ranking of urgent, high, normal and low. The significance, importance, and time urgency of the trouble being reported is factored into prioritizing the problem. In most instances, student/classroom issues are addressed first; unless a business critical problem or emergency situation occurs simultaneously.

- Significance: Number/Percentage of users affected and no work around available.
- Importance: Problem interferes with classroom instruction, is a mission critical business function, or involves potential loss of mission critical information.
- Time urgency: Activity or event is already in progress and cannot be made-up or rescheduled, immediate action could eliminate or mitigate the problem, and the condition/problem will persist until resolved.

**Urgent: Highest Priority**

- Any information system or event that has complete loss or severely degraded voice or data use which has resulted in an outage, stoppage of work, impacted any VIP or has an impact on the image of Whitehall City Schools and business operation.
- Examples include but are not limited to; network outage, e-mail outage, phone outage, loss or error rates higher than 50% degradation and degradation to VIP systems.
- Timeline/Response: Response to urgent tickets will be immediate and followed up with until completed. Hourly reports and status updates will be made to the Technology Director until completed.

**High: High Priority**

- Any information system or event that is preventing Whitehall City School employees from completing their job and there is no work around available.
- Examples include but are not limited to; 50% or more loss of service in any one area of the district, learning achievement software password resets, business continuity password resets, teacher computer has stopped working, QSP systems not working, projector/AV systems not working.
- Timeline/Response: Response to high tickets will be completed within 24 hours of the submitted request. If the timeline is not achieved, high priority tickets will be followed up on until complete and elevated to next highest priority after 72 hours. Daily reports and status updates will be made to the Technology Director until completed.

**Normal:** Routine Priority

- Any information system or event that is impacting any Whitehall City School user operation where instruction/learning may be hampered and work can continue but deadlines might be missed.
- Examples include but are not limited to; account creation, student lab computer or computers have stopped working, student room computer (1 out of 3) has stopped working, printer malfunction and toner replacement, access to the Internet is available but access to a particular site is not available.
- Timeline/Response: Response to normal tickets will be completed within 3 business days of the submitted request. If the timeline is not achieved, normal priority tickets will be followed up on until complete and elevated to next highest priority after 5 business days.

**Low:** Daily Routine

- Any information system or event that would cause a minor inconvenience to any Whitehall City School user.
- Examples include but are not limited to; simple questions, general support, adds, moves, changes, deletes, convenient based user password resets and software installations.
- Timeline/Response: Response to low tickets will be completed within 5 business days of the submitted request. If the timeline is not achieved, low priority tickets will be followed up on until complete and elevated to next highest priority after 10 business days.

**Exceptions:** Exceptions to the trouble ticket priority system:

- Special events: Special events must be coordinated with the Technology Department ahead of time.
- Unapproved software/hardware: Unapproved software/hardware installation will go through the Technology Department evaluation process which will require a two week test, trial, and approval period which will determine if the software/hardware will be approved or denied.
- Tickets with multiple requests/issues: Tickets requiring multiple information systems repairs will take longer to complete. General requests include one ticket per one problem.
- Maintenance: Information system maintenance is scheduled as part of the Technology Department annual tasks. If maintenance is desired or needed a request must be submitted through IT Assist and will be added to the Technology department schedule of routine work.
- Repair/Parts: Repairs and parts are typically in stock but if an request requires parts not in stock the request will be placed on hold until necessary items are on hand to complete repair.
- Technology Department Requests: Higher order requests outside the scope of work for the Technology department, (example: Cisco, ComDoc, or Netech requests).