

5. BASIC RULES SUMMARY

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- New tickets must be taken, classified, prioritized and assigned to his/her final responsible within 1 working day
- Owned tickets have to be replied asap. (1 working day)
- Open tickets must be regularly attended. (5 wd)
- SPAM tickets or tests should be "deleted".
- All tickets assigned to Hub services need to be tracked by 1st level support team
- All tickets assigned to EOSC integrated services should be reviewed weekly. Check the status and give advice if required.