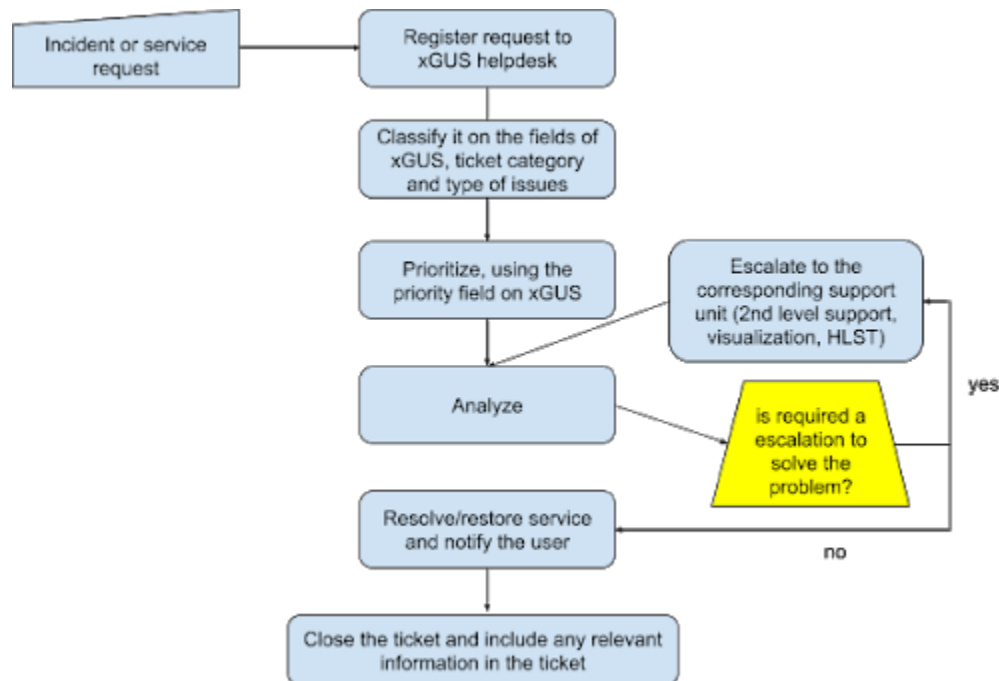


4. Managing a ticket

For 1st level supporters, steps to manage a ticket



Classification

Use the following fields :

1. Ticket category:
 - a. Incident
 - b. Service request
 - c. Spam
2. Support Unit Assignment:
 - a. EOSC General
 - i. General Support
 - ii. Technical Support
 - iii. Service Onboarding
 - b. Hub Portfolio
 - i. AAI
 - ii. Accounting
 - iii. Monitoring
 - iv. Portal
 - v. Service Portfolio Management Tool
 - c. EOSC Partners
 - i. EGI service
 - ii. EUDAT service

Ticket Priority

The Ticket priority indicates the level of priority for a ticket in the TTS system. The priority field in the ticket is a numeric value, and the level of priorities are defined as :

- Low priority
- Medium priority
- High priority

- Top priority

Triage of tickets

The 1st level support team will have to triage all the incidents and requests. The 2 main parameters to decide the ticket priority are:

- how many users are affected
- the security risk of a ticket

All tickets start at low priority.

If more than 5 users are affected a medium priority can be assigned.

If the problem of the ticket affects more than 50 users a High priority should be assigned.

If the incident affects and degrades a service a Top priority must be applied.

If the incident has a trivial security risk a level more in priority should be applied.

If the incident has an imminent security risk a Top Priority must be assigned immediately.

Analysis and assignation, escalation of the request, resolution.

The request is analyzed by the first level support team.

Depending on the request/incident, the ticket is managed directly by the 1st level support team or escalated.

If the request is managed by 1st level support, the steps to manage the request/incident are :

1. the responsible of the unit assign it to a unit member who will become the ticket responsible and who will manage the ticket (owner);
2. Change the status of the ticket from new to in progress
3. the new owner needs to answer the user with any questions related to his/her query or directly with the answer to his/her questions.
4. The owner needs to keep track of the answer of the user
5. If the answer from the user is satisfactory, then the ticket has to be resolved, if not, go back to step 1 and re-analyze the request to decide whether to escalate or manage it.

If the request or issue must be assigned to another EOSC support team, change the unit assignation by selecting the most appropriated one from the list displayed.

If the issue is escalated to an external support team (EOSC Partners), the request needs to be managed from their own ticketing system (RT in case of EUDAT or GGUS in case of EGI), for this ticket the 1st level support will only check periodically the progress of the ticket, but the final responsible and who will need to fulfill their own SLA's is the final infrastructure (EUDAT, EGI, or any other infrastructure integrated in the EOSC-hub helpdesk).