

IT Support Categories Overview

This document provides a structured overview of various IT support categories, designed to facilitate efficient question and answer interactions with a Large Language Model (LLM).

Password Reset

- **Description:** Password-related issues including resets, lockouts, and policy questions
- **Typical Resolution Time:** 5-10 minutes
- **Escalation Triggers:**
 - Multiple failed resets
 - Account security concerns

Software Installation

- **Description:** Issues with installing, updating, or configuring software applications
- **Typical Resolution Time:** 10-30 minutes
- **Escalation Triggers:**
 - Unapproved software requests
 - System compatibility issues

Hardware Failure

- **Description:** Physical hardware problems requiring repair or replacement
- **Typical Resolution Time:** 2-3 business days
- **Escalation Triggers:**

- All hardware failures require escalation

Network Connectivity

- **Description:** Network access issues including WiFi, VPN, and internet connectivity
- **Typical Resolution Time:** 15-45 minutes
- **Escalation Triggers:**
 - Network infrastructure issues
 - Multiple users affected

Email Configuration

- **Description:** Email setup, synchronization, and configuration issues
- **Typical Resolution Time:** 10-20 minutes
- **Escalation Triggers:**
 - Server configuration changes
 - Distribution list modifications

Security Incident

- **Description:** Potential security threats, malware, or suspicious activity
- **Typical Resolution Time:** Immediate response
- **Escalation Triggers:**
 - All security incidents require immediate escalation

Policy Question

- **Description:** Questions about company IT policies and procedures
- **Typical Resolution Time:** 5-15 minutes

- **Escalation Triggers:**

- Policy clarification needed
- Exception requests