

SERVICE DESK ITSM GUIDE

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SPAGHETTI AIRPORT AGENCY

Service Desk Intake Process

Document Overview: This process document is created to provide guidelines for the Service Desk at the Spaghetti Airport Agency [known as "SAA"] in managing and resolving support tickets efficiently. Content aims to assist in streamlining the intake process for incoming tickets, ensuring that each request is assessed, researched, and categorized appropriately before escalation. It outlines the suggestions for evaluating the contents and issues described in each ticket, determining the appropriate priority and urgency levels, and routing the ticket to the relevant team or individual for resolution. By standardizing these processes, the document seeks to enhance the effectiveness and timeliness of the service desk's responses, ultimately improving overall operational efficiency and customer satisfaction.

Why We Do What We Do: SAA is documented as the best international airport in the galaxy of Or. We strive for excellence in every detail. Serving over 120 million passengers a year means we rely on a vast number of resources—servers, power, and systems. This high demand increases the chances of incidents. Our goal is to be prepared for anything, ensuring that we respond quickly and efficiently to maintain our standard of excellence.

Audience: Service Desk



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History and Current Service Delivery

Flowers MSP is engaged with the Spaghetti Airport Agency [SAA] providing a managed service solution for SAA IT Service Desk. Service Incident intake is guided by a single document: **KBApples1**, with regular updates. To enhance the SAA end user experience, both with business and IT fulfillment, this “Service Desk Intake Process” document outlines key questions to ask when an Incident is reported and provides the foundational steps for improving the customer experience and MTTR [mean time to resolve] metrics.

SAA IT Service Desk focused on the following building blocks of Incident intake:

- 1. Gather User Data
- 2. Gather Workstation Data
- 3. Gather Incident Data
- 4. Gather Request Data

Flowers IT Service Delivery Engineer Dellen Ward interviewed 15+ SAA IT teams currently providing support and Service Desk escalation to document opportunities for process improvement at Incident intake through resolution.

Purpose

The purpose of this new “Service Desk Intake Process” document is to leverage and enhance these 4 basic gather concepts, to identify suggestions at triage and gather steps, and to improve the connection and collaboration between SAA and the Service Desk. This document **is the future state** and provides a framework to implement new Gen AI and tools assisting Service Desk and support teams.

Suggestions for document maintenance:

- Semi-annual SAA IT review
- Flowers MSP Service Desk new Agent training inclusion, and regular reminders
- Flowers MSP and SAA IT KB [knowledge base management] process adherence.

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Workflow Example

The example below illustrates the level of detail and thoroughness we expect when documenting incidents. **Incident Blueberry222** demonstrates the importance of thorough analysis and documentation.

Scenario:

A user calls in because they are locked out of their Active Directory account.

Process:

1. Information Collection:

- Recorded the user's username, phone number, and email address.
- Identified the user's location and the specific issue they are experiencing.
- Documented any first-level troubleshooting steps taken and their outcomes.

2. Documenting Challenges:

- Noted any challenges faced, such as language barriers or other communication issues.
- Recorded difficulties like inability to access Azure to verify phone numbers and any error messages received.

3. Priority and Escalation:

- Increased the ticket's priority due to the user being part of **landside operations**, a critical team.
- Escalated the ticket to the **IAM team** for further action.

Outcome: Because the ticket includes comprehensive research and clear definitions of the issue, the IAM team can immediately understand the problem without additional investigation. This allows them to promptly engage the appropriate teams to assist the user faster.

General First Level Resolution FAQ and Processes

Ticket Assignment to a Specific Person:

- **Question:** If a user requests a specific person to resolve their issue, should I assign the ticket directly to them?
- **Answer:** No. The named person may not be available or the correct point of escalation. Instead, assign the ticket to the relevant team queue based on the KB or the team the person belongs to. This ensures it reaches someone who can handle it effectively.

When to Adjust Ticket Priority:

- **Question:** When should I increase the priority of a ticket from the common P4? Should I do it if another user requests it?
- **Answer:** Many issues will remain at P4 or P3. Be judicious when escalating to a P2 —only do so if the issue has been thoroughly validated as critical by the service owner or if the issue is clearly impacting passengers, employees, or passenger safety (e.g., passengers stuck in an elevator, on a plane, or if there are health or safety concerns such as a passenger being hurt or reporting dangerous weapons or a suspicious person).

If more urgency is required, escalating to a P3 is acceptable if you can confirm that the issue is urgent. To escalate to a P3, confirm the urgency through the service owner and follow these steps:

1. Follow the General First-Level Resolution FAQ and Processes in this guide.
2. Check any KBs related to the process, system, app, tool, or hardware involved.
3. Identify the service owner associated with the issue and confirm the urgency through them.
4. If you're unable to verify or are uncertain, use the service desk chat for assistance or consult with the service owner or ITSM Manager.

This setup ensures that the escalation process is based on critical assessment, system validation, and appropriate follow-up.

Determining Ticket Priority and Handling P1 and P2 Tickets:

- **Question:** How do I assess a ticket's priority and handle P1 or P2 tickets?
- **Answer: Refer to the KB:** Check the Knowledge Base (KB) related to the issue and consult the critical systems list KB (KBApples).

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1. Ask the Five Key Questions:

- Is the issue affecting multiple users, services, or a site?
- Will it impact business revenue?
- Is the alert from a critical team (e.g., Airside, Landside, ECC) or system?
- Is there a health or safety concern?
- Will it impact the image/public perception of the airport?

2. Handling Tickets Based on Responses:

If "yes" to all 2-5 questions:

- Escalate the ticket to **P3**.
- Call the **service owner** aligned to the issue.
- Notify the **service desk chat**.
- If you can't reach the service owner after trying all three methods (Teams, chat, call), escalate further by notifying the **service desk chat** and calling the **ITSM Manager**

If "yes" to 1 question:

- Notify the **service owner** aligned to the issue.
- Ask the service owner if the issue should be escalated in priority.
- Notify the **service desk chat**

3. For incoming P2 tickets or tickets that have been increased to a P2:

- Immediately call the **service owner** to inform them of the issue.
- Notify the **service desk chat** and call the **ITSM Manager**.

4. If the service owner validates an issue as P1:

- Immediately call the **ITSM Manager**

Service Owners:

- **Question:** How do I determine which service owner to call?
- **Answer:** Follow the information inside of the KB aligned to the incident. Who is the owner of that KB? Which IT group owns that service?
- **Note: Most issues after hours at the SAA will go to public safety.**
 - If you can't reach the service owner after trying all three methods (Teams, chat, call), **(make sure to include the timestamps of when you reached out)**

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escalate further by notifying the **service desk chat** and calling the **ITSM Manager**.

Missing KBs:

- **Question:** What do I do if there's no corresponding KB entry for a new issue and I think it is important?
- **Answer:** Start the ticket as a P3 and leave notes in the ticket indicating that you could not find a KB on the matter. Escalate according to the **General First Level Resolution FAQ and Processes** by involving the service owner and notifying the service desk chat.

Guideline to Assess Ticket Urgency and Impact:

- **Question:** How do I determine if a ticket is of high urgency and impact?
- **Answer:** Asses whether the issue, even if non-critical, impacts a critical system or vice versa. Review the ticket details to classify its urgency as high, medium, or low. If uncertain, consult the service desk chat for guidance and follow the guides below:

Impact:

High

- Multiple Users/Single Site/Business Critical App/Service
- Multi-site/Multi-user but not business critical app/service
- Business Revenue Impact
- Critical Alert / **Critical System** to prevent user impact

Medium

- Multi-user
- Single site not critical business app
- Single user/single site with impact to business process
- **Single user VIP**
- Critical Alert that does not require intervention to prevent user impact

Low

- Single user/Single Site with no impact to business process
- No impact to Business Revenue
- Non-Critical Alert with no potential to cause user impact

Urgency:

High

- Many users no workaround
- **Critical system**

Medium

- Many users but have workaround
- Single/few non-VIP users no workaround
- Single user VIP not urgent

Low

- Single/few non-VIP users but have workaround

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System Criticality Levels

Level	Definition	Examples
1-Critical	Any incident that has "massive impact" and is highly visible (brand/public relations), impacts a significant number of customers (a concession/tenant or internal department), and has no redundancy or alternate path.	Network Outage, virus outbreak (corporate), natural or manmade disaster, significant financial impact (i.e. Parking Ramps not accepting cards), security related issues (i.e. Prowatch system down, doors not accessible)
2-High	Any incident that impacts a significant number of customers (a concession/tenant or internal department), but has a redundancy or alternate path.	Key Enterprise Systems are unavailable (i.e. E1, MyInfo, email)
3-Normal	Any incident that impacts a limited number of customers with a resource or service down or degraded.	PC won't boot, Application won't launch on user PC, password resets
4-Low	Any incident that impacts a small number or a single user in which a resource or non-critical service is down or degraded and a deferred fix or maintenance is acceptable.	User checks out a Loaner laptop, printer disabled,

Field Technician Intake

The field technician team is responsible for **on-the-ground troubleshooting, break/fix of hardware, conference room troubleshooting, installation and uninstallation of applications, Device Management, Intune, Office 365 troubleshooting, replacement and repairs of devices, hardware, and peripherals, computer reboots, and handling new equipment setups and basic troubleshooting related to hardware and network issues.**

General Intake:

- Obtain the customer's name, verify their location, and confirm the best way to reach them, including their working hours.
- If basic troubleshooting has already been done, ensure it is documented in the ticket notes. Also, collect the IP address and machine name.

For New Equipment:

- Allow adequate time—10 business days—to set up new equipment and onboard new hires. If you receive tickets regarding new employee equipment, communicate this timeline to the user.

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- Find the original onboarding RITM (for that user by looking for their name if you cannot find the original onboarding RITM please ping the service desk chat) and link it in the ticket with the following message:

"Dear [Customer Name], we've received your request regarding new hire equipment setup. Please note that equipment setup typically takes 10 business days. We will process your request and notify you once it's completed. For your reference, I've linked the onboarding request: [RITM Number]. Please feel free to reach out with any further questions."

- Verify the type of equipment they need and what they currently have and include it in the ticket details.

Public Safety Intake

The Public Safety team provides technical support for the following systems: **SPD, Goo Departments, IVISN Computers, SCC Systems and Equipment Repairs, CAD Systems, LPR Systems, ACTS, and Spaceships.**

General Intake:

When handling tickets, ensure to collect the following information from the customer and include it in the ServiceNow ticket notes:

- Customer Name
- Location (verify their exact location)
- Screenshot of the Error (if applicable)
- Email Address
- Phone Number
- Configuration Item Name
- Best Way to Reach Them (including working hours)
- Department they work in

Spaceships:

1. What shift are they working?
2. What is the spaceship number?
3. Was the ship in motion or stopped?

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4. What is not connecting?
5. Are there any error messages?
6. What were they trying to do when the issue occurred?

IT SeeKnow /Hardware Support

The **SeeKnow team** provides support for all doors at the airport, including critical portals leading to the galaxy and secured areas. They assist with card readers and portals, as well as the **SeeKnow software**.

General Intake:

When handling tickets, collect the following information and include it in the ServiceNow ticket notes:

- Caller Name
- Caller Phone Number
- Portal Name
- Workstation Name
- If the issue is related to a **portal**, route the ticket to **IT SeeKnow Hardware Support**.
- If the issue pertains to a **workstation** or **account**, route the ticket to **IT SeeKnow Support**.

ECC Equipment and Notification:

- Alerts come into the Service Desk from the **ECC** regarding issues with **SeeKnow**, **SAACS**, and **Cameras**.
- When SeeKnow issues arise, follow the general intake process and adjust priority accordingly as seen below:

Issue	Priority
Printers Down	P4
Unable to get into a SAACS account	P4
Door Alarm is going off	P4
Fingerprint won't scan	P4
Portal is stuck	P3
Portal won't shut	P3

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Portal is jammed	P3
Critical Portal to galaxy won't shut	P2
SEESPECT is Down	P2
Can't Login into SEESPECT	P2
SAACS Domain Account Down	P2
Selos Fingerprint System is down	P2
SeeKnow is down	P1

IAM/Cyber Intake

The **IAM/Cyber team** handles all **malware, phishing, and scam** attempts towards the SAA, **Reenable and disabling of Windows/Azure/Mac** accounts as well as passwords for **Domain/SAA Accounts, MFA, SailPoint, Keeper, Bomgar, SAACS** and the onboarding of new contractors and SAA employees.

General Intake:

When handling tickets, collect the following information and include it in the ServiceNow ticket notes:

- Customer Name
- Customer Email Address
- Verified Location
- Best Way to Reach Them (including working hours)

Problem Identification:

- What didn't work?
Identify the specific problem the customer is experiencing.
- Screenshot of the Error:
 - Always ask for a screenshot of the error encountered.
- Application Details:
 - What is the application involved?
- Steps Taken:
 - What steps have they taken to resolve the problem?
- Utilized Application:
 - What application are they trying to utilize?

Leverage Knowledge Bases:

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- Currently, we have multiple KBs on password resets and assistance. These articles include password resets for **SACCS, ACTS, SailPoint, etc. Follow this KBApple2**
- Make sure to utilize these KBs alongside this section when resolving issues related to cyber/IAM

IT Telecom Intake

The **IT Telecom team** manages phones for the SAA airport, including **Five9, Teams Phones, Duty Phones, SCC Phones, SMC Phones, RADIO DAS, 911 Phones, and Conference Phones.**

General Intake:

When handling tickets, collect the following information and include it in the ServiceNow ticket notes:

- Customer Name
- Customer Email Address
- Verified Location
- Best Way to Reach Them (including working hours)
- Employee Status: Are they a SAA employee or contractor?
- Department: Which department do they work in?

Phone Information:

When receiving a call regarding a phone issue, gather these details:

- **Type of Phone:** What type of phone is it?
- **State of the Phone:**
 - Is the phone damaged?
 - Is the phone missing?
 - Is any part of the phone missing?
- **Courtesy Phones:**
 - Note the station number located where the phone is attached.

Teams Phones:

For Teams phones, obtain the following information:

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- Phone Number: What is the phone number of the phone having the issue?
- Department: Which department is the phone associated with?
- Specific Phone: Which specific phone is experiencing the issue?
- Phone Requests:
 - If it's a request for a new phone, convert it into a **RITM** and ensure they provide a reason for the request.

Conference Phones:

- Obtain the room number for the conference phones.

Application Development

The **Application Development Team** handles **LMS, SharePoint, MuleSoft, and internal SAA websites and applications.**

General Intake:

When handling tickets, collect the following information and include it in the ServiceNow ticket notes:

- Name of the Caller
- Email Address
- Call Back Number
- Name of the Website
- URL of the Specific Page: Provide the URL of the page that is broken or not working.
- Type of Access Needed: What type of site do they need access to?
- Scope of the Issue: Is it just one person having issues or is it affecting everybody?
- Screenshots: Request and include any relevant screenshots in the ticket.

LMS:

- The LMS creates people automatically for Spaghetti issuance. The integration uses **BV** to retrieve email addresses for SAA employees only. Therefore, contractor email addresses must be entered manually.
- **Common Issue:** Users may encounter a "Page Not Found" error when trying to log into Infor LMS with SSO if their email address is incorrect in the LMS system. To troubleshoot:

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- Gather the user's email address and name.
- Send the ticket to the Application Development team for resolution.

SharePoint:

- For issues related to Teams and SharePoint sites:
 - Check if they can invite people outside and within the organization.
 - Capture a screenshot of the issue.
 - Verify if they received the email invitation or if they have **MFA** (Multi-Factor Authentication) set up.
 - Obtain their cellphone number for further contact if needed.

IT Project Network Support

The **IT Project Network Support** team handles all **fiber and ethernet infrastructure**, and radios for **airside operations, police, fire stations, SCC, SMC**, as well as **portal lights and alarms**.

General Intake:

When managing tickets, ensure the following information is gathered and included in the ServiceNow ticket notes:

- Customer's Name
- Email Address
- Location
- Best Contact Method & Working Hours
- Employment Type: Are they a SAA employee or contractor?
- Department: Which department do they work in?

Radios:

For radio-related issues, gather specific details about the device:

- Type of Radio: Is it a shared radio, a walkie-talkie, or part of a Spaceship/panel system?
- Condition of the Radio:
 - Is the radio damaged?
 - Is the sound working or can they not hear any audio?
 - Is it fully functional or malfunctioning?

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- Ensure to include these details in the ticket to help expedite troubleshooting of the radio? Is the radio damaged? Is the sound working or can they not hear any sound?

Fiber/Ethernet:

- Get the location of the wall port.

Network Support

The **Network** team handles all **network infrastructure** for the SAA, including **Spaghetti Wi-Fi**, **firewalls**, **ports**, **IP configurations**, **BOOM integration alerts**, **Cisco switches**, **sensors**, **transceivers**, and **routers**.

General Intake:

When managing tickets, gather the following information and include it in the ServiceNow ticket notes:

- Customer's Name
- Location
- Best Contact Method & Working Hours

If any **basic troubleshooting** is performed, include those details in the ticket notes. Ensure you also grab and include the **IP address** and **machine name**.

Workstations:

When a customer reports network issues with their workstation, follow these steps:

1. Basic Troubleshooting:

1. Ensure the workstation is physically connected to the network (for wired connections, check the Ethernet cable).
2. Check the **IP Address**:
 - Confirm whether the workstation is receiving an IP address.
 - Ask the user to **unplug and replug** the network cable or disconnect and reconnect to Wi-Fi if it's a wireless issue.

2. Ping Command:

- Test network connectivity using the **ping** command to check if the workstation can communicate with another device or website.
- Open the **Command Prompt** or **Terminal**:

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- **Windows:** Press Windows Key + R, type CMD, and hit Enter.
 - **Mac:** Press Command + Space, type Terminal, and hit Enter.
- In the command window, type the following:
 - **For a website:**
ping google.com
 - **For an IP address:**
ping 8.8.8.8 (Google DNS server)
- These commands will send packets to the specified address or website and show the response time.
 - **Successful ping:** If packets are sent and received, the network is functioning.
 - **Failed ping:** If no response is received, there is a network issue.
- **Important:** Take a screenshot of the ping results for both the **website** and **IP address** and attach them to the ServiceNow ticket.

3. *ipconfig /all Command (Windows) or ifconfig (Mac):*

- Check detailed network configuration by running ipconfig /all (Windows) or ifconfig (Mac) to display a full network overview, including the following:
 - **IP Address**
 - **Subnet Mask**
 - **Default Gateway**
 - **DNS Servers**
- In **Command Prompt** (Windows) or **Terminal** (Mac), type:
 - **Windows:** ipconfig /all
 - **Mac:** ifconfig
- This command will show the current network configuration of the machine. Locate the relevant network adapter (Ethernet or Wi-Fi), take a screenshot, and include it in the ticket.

Troubleshooting Access to a Specific Site or Server:

If a customer reports that they are unable to access a specific website or server, follow these steps:

1. **Verify the Website or Server:**

- Ask for the specific website or IP address they are trying to reach.
- Perform a **ping** test to the **IP address** or **website URL** using the same process as above to check if the workstation can reach the destination.
- **Important:** Include the source IP (workstation) and destination IP (server/website) in the ticket with screenshots of the results.

2. **Tracert Command:**

- If the ping is unsuccessful or shows a delay, trace the route packets take to the destination using the **tracert** command (Windows) or **traceroute** (Mac).

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- In **Command Prompt** (Windows) or **Terminal** (Mac), type:
 - `tracert [Website URL or IP Address]`
 - **Example:** `tracert google.com`
- This will show each **hop** (router or switch) the packets travel through on their way to the destination, helping identify where a delay or failure might occur.
- **Important:** Take a screenshot of the **tracert** or **tracert** results and attach it to the ServiceNow ticket.

By following these detailed steps and attaching the relevant screenshots, you'll help ensure the Network team has all the necessary information to troubleshoot effectively.

This will display the hops (network path points) that packets take to reach their destination. Take a screenshot of the results and include it in the ticket.

Server Support

The Server Support team is responsible for handling issues related to **badging to printers, printer IP addresses and servers, back-end storage, Windows server storage, as well as the creation, modification, Microsoft licensing and administration of group policies on Windows servers.**

General Intake:

1. **Gather User Information:**
 - Full name of the person reporting the issue
 - Their location (building, room, etc.)
 - Email address and contact number for follow-up
2. **Issue Description:**
 - What specific issue is the user experiencing with printing or server access?
 - Are they having issues badging into the printer?
 - Is the printer showing offline or unresponsive?
3. **Technical Information:**
 - Ask for the **print queue** name (this helps in determining which print job is failing).
 - **Printer's IP address** (you can access the list of printers here [KBCarrots2](#)).
 - What server or storage issue is the user facing?
4. **Additional Context:**
 - Confirm the **application** involved (e.g., what app they were trying to print from or access).

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- Is this issue isolated to one person, or are multiple users affected?
- Location of the printer or server affected.

5. Steps Taken:

- Document any basic troubleshooting steps the user may have tried (e.g., rebooting the printer, checking network cables, etc.).
- If the printer is offline or the Ip address is incorrect document, it in the notes and send to server support.