# Ticketing and Troubleshooting

**Ticket 1**

**Priority: MEDIUM. IF computer has Relevant Access Privileges or Data > HIGH**

A colleague of yours on the Sales Team, called you reporting that his computer that he had carelessly left in his car had been stolen. He is in Milan 10 minutes from your office location and in 4 hours has an important new product presentation at a client. Fortunately, he had saved all the materials in the company cloud, which he can also access via his smart phone.

**Assignment - Processing**

I assign the Ticket to: **External Support Company**

To have the Computer replaced and Carry on with a proper conduct of the presentation through The material already on Cloud.

**Ticket 2**

**Priority: LOW.**

A colleague from the Finance Team opened a support request reporting that for the past few days her Windows-based computer has been slowing down, especially while browsing.
Note: She is working in smart working.

**Assignment – Processing**

I assign the Ticket to: **Me (Manuel C.)**

Following work priorities will be my concern to identify possible causes and proceed with solving possible network problems.

**Ticket 3**

**Priority: HIGH.**

The Software Development Team representative called you and said that the whole Team is stuck because of a problem in the software they use for task assignment. An example of software used for project management can be found at this link [Jira software](Jira software) (Software of which one of the functions is project management support and task monitoring).

**Assignment – Processing**

I assign the Ticket to: **Me** (To try to solve the problem quickly).

However, if after the initial analysis the problem seems systemic or related to complex technical issues involving the overall infrastructure, it might be useful to involve the CTO to ensure rapid escalation and broader support.

**Ticket 4**

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**Priority: MEDIUM.**

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A colleague of yours who works remotely has opened a support request via chat reporting that he cannot connect to his home network.

**Assignment – Processing**

I assign the Ticket to: **IT Support Colleague**

As I am currently busy with two potential Tickets, I am entrusting the assignment to a Colleague.

**Ticket 5**

<div align="right">**Priority: MEDIUM.**</div>

A colleague of yours in the marketing department contacts you saying that he cannot access his cloud account to get access to an important document he needs for tomorrow's meeting.

**Assignment – Processing**

I assign the Ticket to: **IT Support Colleague**

As I am currently busy with two potential Tickets, I am entrusting the assignment to a Colleague.

**Ticket 6**

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**Priority: LOW.**

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A colleague of yours opened a ticket from the Design Team because she can't update Photoshop because the update requires admin permission.

**Assignment – Processing**

I assign the Ticket to: **Me**

Currently my Colleague has two Ticket Medium to solve, Consequently having me personally one Ticket Low and one Ticket High, I choose to follow the work priorities and assign it to me personally.

**Ticket 7**

A colleague of yours calls you that he cannot connect on the office wireless network with his private cell phone.

## Assignment – Processing

I assign the Ticket to: **IT Support Colleague**

Having already personally Three Tickets to Resolve
(Two Low and One High) and knowing that my Colleague currently has Two Medium Tickets to solve, I distribute the load optimally by leaving him as a Third assignment this Low priority ticket.

**Ticket 7**

A colleague of yours opened a ticket from the HR Team because her computer became completely locked after she clicked on a link in an email that arrived a short time ago asking her to change her password.

**Assignment – Processing**

I assign the Ticket to: **CTO (Chief Technology Officer)**

Because of the nature of this Ticket, That is the high possibility of compromise due to a potential Ransomware Attack. I immediately involve the CTO to inform him and implement the recovery plan.