



Day & Nite IT Service Request Procedure

May 18th, 2023

Please Email: ithelpdesk@day-nite.com

Or / And Call: (516) 366-3314

- IT support is 24*7. If urgent, Email with the word **“Urgent”** in the **subject line** and short description of the issue.
- Please **leave your best contact phone#** when you send the ticket.
- Escalation: Email with the ticket number to: **nycmetroescalations@magna5global.com**



Details Process as below.

Day & Nite - SUBMITTING A TICKET

Standard/Non-Urgent issues:

Best way to reach us for standard/non-urgent tickets, 9am – 6pm, EST:

- 1) Email: ithelpdesk@day-nite.com
- 2) More importantly when raising a ticket via email or phone, include:
 - Detailed description of issue: Screenshots.
 - When it occurs / How long it has been occurring
 - Whether the issue is just limited to one user or multiple users.
- 3) User to communicate back if the issue is resolved.

Afterhours issues:

For tickets before 9am/after 6pm and Weekends

- 1) Email: ithelpdesk@day-nite.com

-AND-

- 2) (516) 366-3314. *Instructions: State that you are from Day & Nite and provide a direct contact number.*

Critical issues (i.e. system wide outage):

- 1) Email ithelpdesk@day-nite.com with the word “Urgent” in the subject line and short description of the issue.
 - a. For example: In the Subject Line, type “URGENT- Internet Down for all Users”.
- 2) (516) 366-3314. *Instructions: State that you are from Day & Nite and provide a direct contact number and state whether it is critical/urgent down. They will connect you immediately to an engineer.*

Manager Escalation Procedure:

If you have submitted a ticket and need an escalation for any reason (no response, needs manager review), please do the following:

- 1) Please email a note with the ticket number to: nycmetroescalations@magna5global.com.

SLAs/Ticket Response times:

- Non–urgent/standard: 24 hours
- Urgent: 15 minutes
- Critical- System down: 10 minutes