Tier 1 Support Areas of Responsibility

User Accounts Changes can only be done under the following circumstances.

* New user accounts are only to be created on the authority of HR Manager, IT Manager or CEO.
* User accounts can only be disabled on the authority of the HR Manager or CEO.
* Password changes can only be requested by the user, and must be reset using the following format *MonthDayofweekDate* E.g. **JanuaryFriday13**
* Each time a password is reset by service desk, the tick box for user to reset on first logon must be checked.
* Group modification can only be requested by IT Manager, HR Manager or CEO.

Responding to Support Requests via Email.

* Support requests from email addresses not originating from Acme Corporation are to be quarantined and reported to the IT Manager.
* Any suspicious emails are to be immediately quarantined and notification sent to the IT Manager.

Querying Support Requests

* If a support request does not have the clarity required to complete it is essential to request further information.
* If a support request goes against company policy or is requested by someone without permission, do not reply to the request, but inform the IT Manager.

Tier 1 Support Response Time

* Tier 1 support has a target to respond to each request within 1 business hour. Requests received after 4pm will be responded to before 10am the following business day.
* Support requests which require access to a staff workstation for resolution will be responded to at a time that is convenient to the staff member, with a resolution
* If a request is received is marked non urgent, or project based the response time is 8 business hours upon receipt.

