Tickets will be assigned to service desk technicians as they are received. Tickets will be given to level one technicians at first, and then escalated if it is needed. Tickets will be spread out among the level one technicians to get as many tickets being worked on as possible.

If a ticket gets escalated it will be the same basic procedure. It will go to the next level, being spread out among the level two technicians.

If a ticket is being worked on by multiple technicians then they should work together to complete the ticket.