**Policy for tickets**

The service desk operates as a small centralized service desk. All operations are to take place in the lab room in the Freemont building and incidents are to remain inside the service desk.

The incident management process follows the ITIL recommended procedure for handling incidents and goes as follows:

1. Incident identification
2. Incident logging
3. Incident categorization
4. Incident prioritization
5. Incident response

All tickets that go into the desk follows this procedure.

***Incident identification***

Identification of tickets include categorizing them as an incident or a request. Requests can often be fulfilled upon receiving them but be sure to summit a ticket for logging purposes. Once an incident has been identified you may go about submitting a ticket as described before in this manual.

***Incident logging***

Logging incidents is a very important part of keeping up to date with tickets and helping other members of the desk in solving the incident. Information submitted in a ticket should include a name, some methods of contact, information on the incident or request, and the time of the incident submission. The customer should also fill out a ticket form and a waiver.

***Incident categorization***

Categorizing incidents helps the service desk better understand the problem and more quickly decide on troubleshooting methods. Categorization includes power issues, certain hardware issues, certain software issues, viruses, backups and ext. Categorization can be mostly broad in this desk but it does help to determine incident priority

***Incident prioritization***

In this service desk priority is mostly determined by the time a ticket has been out. Longer outstanding tickets take the most priority over others. Priority is also factored in the impact to users and the desk but, because of the scope of the student run desk it’s mostly determined by time.

***Incident response***

Incident response is the most important and the longest part of this process. This includes diagnosing and troubleshooting the incident as well as resolving and closing the incident. It is always best practice according to ITIL in having a backup and recovery system. Always back up data before working on a machine. All work along the way should be documented and users should collude on tickets as to not interfere with others work.

**Help Desk Instructions and Troubleshooting**

Troubleshooting can often be a long tedious process therefore having a guide to help along the way is always best practice. Incidents can be unexpected and not everything defined in this guide can help in every ticket however this general overview will help guide you on your basic troubleshooting needs.

***Policy on Software***

Our service desk does not have any policies on specific software to be used however, this guide will list some helpful software recommendations for customer’s needs.

Office tools: Microsoft office suite (if a student with access to the software), libre office, google docs.

Media Players: VLC,KMPlayer, Windows media player.

Antivirus: Avast, AVG, MalwareBytes.

Web browsers: Firefox, Google Chrome, Internet explorer, safari.  
Some other helpful software includes Rufus, Putty, Speccy, HW monitor, psensor, prime95, and UNetbootin.