

1.12 IT Service Desk Tickets and Escalation

Entering an IT Service Desk Ticket

**1-888-444-4848
(#003)**

- Service Desk.
 - All tickets will be assigned an INC number that number should be recorded by the team member and shared with the leadership team.
 - If this issue is POS or Receiving related, request escalation to “STP/OMS Support Team.”
 - If a ticket requires follow up; a ticket is not resolved in a timely manner or the incident or issue becomes larger than originally stated, follow the procedure below.
 - Call the Service Desk and select option 5, then option 1 for “Ticket Inquiry”
 - If further action is needed the ticket (INC#) along with a short description should be communicated to your DM
- Ticket Resolution Time Examples:
 - This chart is a guide, some issues or tickets may take longer.

Severity Level	Examples	Response/Resolution Time
Priority 1 (Critical)	OMS/Debit/Credit/SVC Offline. All registers unable to process transactions or severely impacted	Response/Update: 4 hours Resolution: 1 day
Priority 2 (High)	Unable to complete markdowns. 50% of the registers are unable to process transactions or severely impacted. Phone system is down. All back office systems down.	Response/Update: 12 hours Resolution: 2 days
Priority 3 (Medium)	25% of the registers are unable to process transactions or severely impacted. Multiple markdown units down. Single back office system is down.	Response/Update: 1.5 days Resolution: 3 days
Priority 4 (Low)	Single register or markdown unit are down. Call forward system issues. 2-way radio issues.	Response/Update: 2.5 days Resolution: 5 days

Store Down Procedures

- If your store is experiencing an issue in which you are unable to process sales on at least 50% of registers or an issue that is effecting customer experience at all of the registers, immediately call the Service Desk and choose Option 1 for the Down Store Line.
- Once an INC number is received, email/call your DM and communicate all pertinent information.
- All POS issues should be submitted through a phone call, do not use the Service Now Self-Service option.

Note: Any team member may call in a service ticket to the IT