IT Support System

Comprehensive Operation Guide

0. Purpose of This Document

This document describes how to use and operate the IT support system for all roles:

- End users / staff (non-technical)
- Service desk agents (L1)
- Advanced support / SMEs (L2/L3)
- Supervisors / queue managers
- System administrators (platform owners)
- Knowledge base & documentation owners

It also includes a simple troubleshooting guide for staff to follow before contacting IT, to reduce ticket volume and improve ticket quality.

1. Overview of the IT Support System

The IT support system is the central place where staff request help, track the status of their requests, and use self-help articles and FAQs.
The system supports:

- Incident management (something is broken)
- Service requests (access, new software, equipment, etc.)

All work should be tracked in tickets, not only handled informally by chat or hallway conversations.

2. For All Staff (Non-Technical Users)

2.1 When to Use the IT Support System

Use the IT support system when something on your device is not working, you need something new set up, or you have a question about IT services.
Before submitting a ticket, follow the basic troubleshooting checklist.

2.2 “Before You Call IT” – Quick Troubleshooting Guide

Golden Rules:
1. Stay calm. Most issues have simple fixes.
2. Try one step at a time and check after each step.
3. Note what you tried. This helps IT help you faster.

Universal Quick Checklist:

1. Check power and cables. Is everything firmly plugged in and switched on?
2. Check the internet or network. Look at the Wi-Fi or network icon for warnings.
3. Close and reopen the app that is not working.
4. Restart your device instead of only using sleep mode.

2.3 Specific Problem Guides

- Computer won’t turn on: Check power cables, outlets, and charger lights for laptops. If there are no lights and no sound after these checks, contact IT.
- Internet or Wi-Fi problems: Ask coworkers whether they have internet, check your Wi-Fi connection, toggle airplane mode on and off, and restart your device.
- Slow or frozen computer: Wait for a short time, close extra programs and tabs, check for updates, and restart the device. If it is often slow even after restart, contact IT.
- Login and password issues: Check Caps Lock, type slowly, use self-service password reset if available, and verify two-step verification codes.
- Specific app not working: Close and reopen the app, sign out and sign back in, try another browser or web version, and restart your device.
- Printer not printing: Confirm the printer is on, has paper, shows no error, and that you selected the correct printer. Clear stuck print jobs and try again.

2.4 How to Submit a Ticket

- When the issue is not resolved by self-help, create a new ticket in the IT support portal. Include your name, department, location, device type, a clear description of the issue, what you already tried, and any screenshots or exact error messages.
- Choose an appropriate category and urgency level.

2.5 How to Track and Update Your Ticket

- Log into the support portal to see your ticket status and comments.
- Add new information if the issue changes and confirm when the issue is solved or request re-opening.

3. Service Desk Agent (L1) Operations Guide

3.1 Logging In and Navigation

Service desk agents sign in with their corporate account. They mainly use:
- “My Queue” or “Assigned to Me” for tickets they own.
- “Unassigned” or “New” for new tickets waiting for pickup.
- Views and filters to see tickets by priority, category, or SLA status.

3.2 Ticket Lifecycle

Standard ticket states are:
- New

- In Progress
- Pending or Waiting for User
- Resolved
- Closed

Agents must move tickets out of “New” as soon as they begin work and use “Pending” when waiting for a reply or action from the requester.

3.3 Classification and Prioritization

- Each ticket should have the correct category and subcategory such as “Email > Outlook”, “Network > Wi-Fi”, or “Hardware > Laptop”.
- Priority is based on impact and urgency:
  - High impact and high urgency usually mean a higher priority.
  - Lower impact or a simple question usually means lower priority.

3.4 Standard Operating Procedures

For common issues such as password reset, VPN problems, Wi-Fi issues, printer problems, and email issues, L1 agents follow standard checklists.
These checklists include questions to ask, basic troubleshooting steps, when to escalate, and what to document in the ticket.

3.5 Escalation Rules

- L1 agents escalate tickets when the issue needs specialized knowledge, higher access rights, or affects many users or critical services.
- When escalating, agents update the ticket with a clear summary, steps already taken, and attach any logs or screenshots before assigning to an L2 or L3 group.

3.6 Communication and Documentation

All communication should be clear and professional. Agents should always record what they checked, what they changed, and what they asked the user.

4. Advanced Support / SME Operations Guide (L2/L3)

L2 and L3 teams receive escalated tickets that require deeper troubleshooting. They verify that ticket details are complete, perform diagnostics with their specialist tools, and document root cause, workaround, and fix.
If an issue is new, recurring, or confusing for L1, they create or update knowledge base articles.

5. Supervisor / Queue Manager Operations Guide

Supervisors manage queues and workloads, monitor new and aging tickets, and watch for SLA risks.

They use dashboards and reports to track ticket volumes, SLA performance, and backlog by priority and category.
They perform quality reviews on sample tickets, coach agents, and coordinate major incidents according to policy.

6. System Administrator / Platform Operations Guide

System administrators manage user and access rights, assign roles, and maintain configuration such as categories, forms, routing rules, and automation rules.
They handle integrations with email, SSO, monitoring tools, or CMDB, and manage backups, data retention, and audit logs to meet security and compliance requirements.

7. Knowledge Base & Template Guide

Knowledge base articles should have a clear title, audience, problem description, environment notes, resolution steps, and escalation guidance.
Articles are reviewed and approved by subject-matter experts or supervisors and revisited regularly.
Templates and macros are used for common ticket types, responses, and checklists to make support faster and more consistent.