

# IT Support and Ticket Management Policy

TechFlow Solutions, Inc.

**Policy Number:** TS-IT-001

**Effective Date:** January 1, 2024

**Last Revised:** December 15, 2023

**Policy Owner:** Marcus Rodriguez, IT Director

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## 1. PURPOSE AND SCOPE

This policy establishes IT support procedures, ticket management processes, and service level agreements for all TechFlow Solutions employees. It governs how IT requests are submitted, prioritized, and resolved to ensure optimal productivity across our 150-person organization.

## 2. TICKET LIMITS AND CAPACITY MANAGEMENT

### 2.1 Per-Employee Ticket Limits

- **P0/P1 Critical Tickets:** Maximum 3 active tickets per employee
- **Total Active Tickets:** Maximum 8 tickets per employee (all priorities)
- **Weekly Submission Limit:** 5 new tickets per employee per week
- **Emergency Override:** Available for customer-impacting incidents

### 2.2 Capacity Management

- **Daily Ticket Capacity:** 45 new tickets maximum (team capacity)
- **Queue Monitoring:** Real-time dashboard at [helpdesk.techflow.com](https://helpdesk.techflow.com)
- **Overflow Protection:** Automatic routing to external partners when capacity exceeded
- **Load Balancing:** Tickets distributed across 8 IT team members

### 2.3 Enforcement of Limits

- **System Enforcement:** ServiceNow automatically blocks submissions exceeding limits
- **Override Process:** Manager approval required for limit exceptions
- **Business Justification:** Required for all override requests
- **Abuse Prevention:** Repeated violations result in mandatory manager pre-approval

### 3. PRIORITY LEVELS AND RESPONSE TIMES

#### 3.1 Priority Definitions

**P0 - Critical (15-minute response)** - Complete system outage affecting customer operations - Security breach or data exposure incident - Customer-facing service failures (website, API, customer portal) - Revenue-impacting system failures

**P1 - High (2-hour response)** - Partial system outage affecting multiple users - Individual user unable to perform primary job functions - Hardware failure preventing work completion - VPN or network connectivity issues

**P2 - Medium (24-hour response)** - Software installation or configuration requests - Performance issues not preventing work - Non-critical hardware replacement - Access requests for new systems or tools

**P3 - Low (72-hour response)** - Enhancement requests and feature additions - Training requests for existing software - Documentation updates - Routine maintenance scheduling

#### 3.2 Service Level Agreements (SLAs)

**Response Time SLAs:** - **P0 Critical:** 15 minutes initial response, 2 hours resolution target - **P1 High:** 2 hours initial response, 8 hours resolution target - **P2 Medium:** 24 hours initial response, 72 hours resolution target - **P3 Low:** 72 hours initial response, 10 business days resolution

**Resolution Targets:** - **P0:** 95% resolved within 2 hours - **P1:** 90% resolved within 8 hours - **P2:** 85% resolved within 72 hours - **P3:** 80% resolved within 10 business days

**SLA Monitoring:** - Real-time tracking via ServiceNow dashboards - Weekly SLA performance reports to management - Monthly trend analysis and improvement planning - Quarterly SLA review with business stakeholders

### 4. ESCALATION PROCEDURES

#### 4.1 Technical Escalation Path

**Level 1: Help Desk Technicians (8 staff members)** - Initial ticket triage and basic troubleshooting - Password resets and account management - Software installation and basic configuration - Hardware replacement for standard equipment

**Level 2: Senior IT Specialists (3 staff members)** - Complex software and system issues - Network and infrastructure problems - Security-related incidents - Integration and API issues

**Level 3: IT Director and Architects (2 staff members)** - System architecture decisions - Major infrastructure changes - Vendor escalations and

negotiations - Policy exceptions and emergency overrides

**External Escalation:** - **Vendor Support:** Direct escalation for product-specific issues - **Consulting Partners:** Cloudreach (AWS), Microsoft Premier Support - **Emergency Contractors:** On-call basis for after-hours critical issues

#### 4.2 Management Escalation Triggers

**Automatic Escalation Conditions:** - P0 tickets not acknowledged within 15 minutes - P1 tickets not resolved within 8 hours - Customer complaints about IT service quality - SLA breaches exceeding 5% monthly threshold

**Escalation Recipients:** - **IT Director:** Marcus Rodriguez (marcus.rodriguez@techflow.com) - **CTO:** Jennifer Liu (jennifer.liu@techflow.com) - **COO:** Rachel Kim (rachel.kim@techflow.com)

#### 4.3 Customer Impact Escalation

**Customer-Affecting Incidents:** - Immediate notification to Customer Success team - Real-time updates every 30 minutes during active incidents - Post-incident review within 24 hours - Customer communication coordinated through support team

### 5. AFTER-HOURS SUPPORT

#### 5.1 Coverage Schedule

- **Business Hours:** 7:00 AM - 7:00 PM PST (Monday-Friday)
- **After-Hours:** 7:00 PM - 7:00 AM PST (Monday-Friday)
- **Weekend Coverage:** Saturday 9:00 AM - 5:00 PM PST
- **Holiday Coverage:** Emergency-only support

#### 5.2 After-Hours Support Team

- **On-Call Rotation:** 2 technicians per week (rotating schedule)
- **Escalation Contact:** IT Director available 24/7 for P0 incidents
- **Response Requirements:** 30 minutes for P0, 2 hours for P1
- **Compensation:** \$100/day on-call pay + overtime for actual work

#### 5.3 After-Hours Access Methods

- **Emergency Hotline:** +1 (415) 555-HELP (4357) - 24/7 staffed
- **Email:** emergency-it@techflow.com (monitored 24/7)
- **Slack:** #it-emergency channel (alerts on-call team)
- **ServiceNow:** P0/P1 tickets trigger immediate notifications

#### 5.4 Remote Support Capabilities

- **VPN Access:** Secure remote connection for technicians

- **Remote Desktop Tools:** TeamViewer, Chrome Remote Desktop
- **Mobile Device Management:** Jamf Pro for Mac devices
- **Cloud Infrastructure:** AWS CloudFormation for rapid deployment

## 6. TICKET CATEGORIES AND WORKFLOW

### 6.1 Ticket Categories

**Hardware Requests:** - New device provisioning (laptop, monitor, peripherals)  
 - Hardware replacement due to failure or damage - Hardware upgrades for performance requirements - Specialized equipment for specific roles

**Software Requests:** - New software installation and licensing - Software updates and patch management - Custom application deployment - License management and compliance

**Access Requests:** - New user account creation and provisioning - Permission changes and role modifications - System access for contractors and vendors - Deprovisioning for departing employees

**Infrastructure Issues:** - Network connectivity problems - Server and cloud infrastructure issues - Performance and capacity problems - Security and compliance concerns

**General Support:** - User training and documentation requests - Troubleshooting and problem resolution - Configuration assistance - Best practices consultation

### 6.2 Ticket Workflow Process

**1. Ticket Submission (Employee)** - Submit via ServiceNow portal: helpdesk.techflow.com - Auto-populated user information and asset details - Required fields: Category, Priority, Business Impact, Description - Attachment support for screenshots and error logs

**2. Initial Triage (Level 1 - Within 15 minutes)** - Ticket classification and priority validation - Initial response with ticket number and estimated timeline - Basic troubleshooting for simple issues - Escalation determination based on complexity

**3. Assignment and Work (Appropriate Level)** - Automatic assignment based on category and availability - Work notes updated every 2 hours for P0/P1 tickets - Regular communication with ticket requestor - Collaboration with other teams as needed

**4. Resolution and Closure** - Solution implementation and testing - User confirmation of resolution - Knowledge base article creation for recurring issues - Ticket closure with resolution notes

**5. Follow-up and Feedback** - Automated satisfaction survey (24 hours post-closure) - Follow-up for any additional issues - Trend analysis for process improvement - Documentation updates based on lessons learned

## 7. WORKLOAD BALANCING PROCEDURES

### 7.1 Automatic Load Distribution

- **Round-Robin Assignment:** New tickets distributed evenly among available technicians
- **Skill-Based Routing:** Specialized tickets routed to appropriate expertise
- **Workload Monitoring:** Real-time dashboard showing individual and team capacity
- **Overflow Management:** Automatic routing to external partners when capacity exceeded

### 7.2 Manual Load Balancing

- **Daily Standup Meetings:** 9:00 AM team review of current workload
- **Rebalancing Authority:** IT Director can reassign tickets as needed
- **Peer Assistance:** Technicians can request help from colleagues
- **Cross-Training Program:** Monthly training to expand skill coverage

### 7.3 Capacity Planning

- **Weekly Metrics Review:** Ticket volume trends and capacity analysis
- **Monthly Planning:** Staffing adjustments based on historical data
- **Quarterly Assessments:** Process improvements and tool evaluations
- **Annual Reviews:** Strategic planning for IT growth and capabilities

### 7.4 Performance Metrics

- **Individual Metrics:** Tickets resolved, response times, customer satisfaction
- **Team Metrics:** SLA compliance, first-call resolution rate, backlog size
- **Quality Metrics:** Ticket quality scores, knowledge base contributions
- **Efficiency Metrics:** Average resolution time, escalation rates

## 8. SPECIAL PROCEDURES

### 8.1 Executive Support

- **Dedicated Queue:** Separate queue for C-level and VP requests
- **Response Time:** 30 minutes maximum for all executive requests
- **Direct Contact:** IT Director personally handles executive escalations
- **Mobile Support:** On-site support available within 2 hours

### 8.2 Customer-Impacting Issues

- **War Room Procedures:** Immediate assembly for customer-affecting incidents
- **Communication Protocol:** Updates every 15 minutes to stakeholders

- **Customer Notification:** Coordinated through Customer Success team
- **Post-Incident Review:** Mandatory within 24 hours of resolution

### 8.3 Security Incident Response

- **Immediate Escalation:** All security issues escalated to CISO
- **Isolation Procedures:** Affected systems isolated within 5 minutes
- **Evidence Preservation:** Forensic procedures followed
- **Compliance Reporting:** SOC2 and regulatory requirements met

### 8.4 New Employee Onboarding

- **Pre-Start Setup:** Equipment and accounts provisioned before start date
- **Day 1 Support:** On-site technician available for setup assistance
- **Week 1 Check-in:** Mandatory follow-up to ensure proper configuration
- **30-Day Review:** Assessment of technology needs and adjustments

## 9. TECHNOLOGY TOOLS AND SYSTEMS

### 9.1 Primary Tools

- **Ticketing System:** ServiceNow IT Service Management
- **Communication:** Slack integration for real-time updates
- **Remote Support:** TeamViewer Business for screen sharing
- **Knowledge Base:** Confluence for documentation and procedures
- **Monitoring:** Splunk for system monitoring and alerting

### 9.2 Reporting and Analytics

- **Real-Time Dashboards:** Live SLA performance and queue status
- **Weekly Reports:** Detailed metrics sent to management team
- **Monthly Reviews:** Trend analysis and improvement recommendations
- **Quarterly Business Reviews:** Strategic planning and budget discussions

### 9.3 Integration Points

- **HR Systems:** Automatic user provisioning via Workday integration
- **Asset Management:** Automatic device tracking via Jamf Pro
- **Financial Systems:** Cost allocation and charge-back reporting
- **Security Tools:** Integration with CrowdStrike for incident response

### 9.4 Mobile Access

- **ServiceNow Mobile App:** Full ticket management on mobile devices
- **Slack Mobile:** Real-time notifications and communication
- **VPN Client:** Secure remote access for technicians
- **Two-Factor Authentication:** Required for all system access

## 10. VENDOR AND EXTERNAL SUPPORT

### 10.1 Preferred Vendors

- **Hardware:** Apple Business, Dell Technologies, Lenovo
- **Software:** Microsoft Premier Support, Google Cloud Support
- **Networking:** Cisco TAC, Meraki Support
- **Cloud Services:** AWS Enterprise Support, Azure Premier

### 10.2 Escalation to Vendors

- **Automatic Escalation:** For product-specific issues beyond internal expertise
- **Vendor SLAs:** 4-hour response for critical issues
- **Communication:** IT team maintains single point of contact
- **Documentation:** All vendor interactions logged in ServiceNow

### 10.3 External Consulting Partners

- **Cloudreach:** AWS architecture and advanced cloud services
- **Microsoft Services:** Azure and Office 365 specialized support
- **Security Partners:** CrowdStrike Professional Services
- **Emergency Contractors:** Pre-approved list for urgent coverage

### 10.4 Cost Management

- **Budget Allocation:** \$15,000/month for external support services
- **Approval Requirements:** IT Director approval for costs >\$2,500
- **Cost Tracking:** Monthly review of vendor expenses
- **ROI Analysis:** Quarterly assessment of external vs. internal costs

## 11. TRAINING AND KNOWLEDGE MANAGEMENT

### 11.1 Team Training Requirements

- **New Hire Training:** 2-week comprehensive onboarding program
- **Ongoing Education:** 40 hours annually per technician
- **Certification Maintenance:** Company-paid certification renewals
- **Cross-Training:** Quarterly rotation through different specialties

### 11.2 Knowledge Base Management

- **Article Creation:** Mandatory for all complex resolutions
- **Review Process:** Monthly review and update of existing articles
- **Search Optimization:** Regular analysis of search patterns
- **User Feedback:** Integration of user suggestions and corrections

### 11.3 User Training Programs

- **New Employee Orientation:** IT systems overview and best practices
- **Monthly Tech Talks:** Optional sessions on productivity tools
- **Self-Service Portal:** Step-by-step guides for common issues
- **Video Library:** Screen-recorded tutorials for complex procedures

### 11.4 Skills Development

- **Technical Certifications:** CompTIA, Microsoft, Cisco, AWS
- **Soft Skills Training:** Customer service and communication
- **Leadership Development:** Management training for senior staff
- **Innovation Time:** 10% time for exploring new technologies

## 12. PERFORMANCE MONITORING AND IMPROVEMENT

### 12.1 Key Performance Indicators (KPIs)

- **Response Time Compliance:** 95% target for all SLAs
- **First Call Resolution:** 75% target for P2/P3 tickets
- **Customer Satisfaction:** 4.5/5.0 minimum rating
- **Backlog Management:** Maximum 48-hour backlog for non-critical issues

### 12.2 Monthly Performance Reviews

- **Individual Performance:** One-on-one reviews with each team member
- **Team Performance:** Aggregate metrics and trend analysis
- **Process Improvements:** Identification of bottlenecks and solutions
- **Recognition Programs:** Outstanding performance acknowledgment

### 12.3 Continuous Improvement Process

- **Weekly Retrospectives:** Team discussion of challenges and successes
- **Monthly Process Reviews:** Formal assessment of procedures
- **Quarterly Strategic Planning:** Long-term improvement initiatives
- **Annual Program Assessment:** Comprehensive review and planning

### 12.4 Benchmarking and Industry Standards

- **ITIL Framework:** Alignment with IT service management best practices
- **Industry Benchmarks:** Comparison with similar-sized SaaS companies
- **Customer Feedback:** Regular surveys and feedback collection
- **Peer Networking:** Participation in IT leadership forums



## 13. BUDGET AND COST MANAGEMENT

### 13.1 Annual IT Support Budget

- **Personnel Costs:** \$1.2M annually (8 FTE positions)
- **Tools and Software:** \$150K annually (ServiceNow, monitoring tools)
- **External Support:** \$180K annually (vendor support contracts)
- **Training and Development:** \$50K annually (certifications, conferences)

### 13.2 Cost Allocation Model

- **Direct Costs:** Allocated to specific departments based on ticket volume
- **Shared Costs:** Infrastructure and tools allocated by headcount
- **Project Costs:** Separately tracked and billed to requesting departments
- **Emergency Costs:** Absorbed by IT budget with quarterly review

### 13.3 Budget Monitoring

- **Monthly Reviews:** Actual vs. budgeted spending analysis
- **Quarterly Forecasting:** Updated projections based on trends
- **Annual Planning:** Strategic budget development for following year
- **Cost Optimization:** Regular review of vendor contracts and tool usage

### 13.4 Return on Investment (ROI)

- **Productivity Metrics:** Employee productivity gains from IT support
- **Downtime Prevention:** Cost avoidance from proactive support
- **Automation Benefits:** Time savings from automated processes
- **User Satisfaction:** Business impact of improved IT services

## 14. COMPLIANCE AND GOVERNANCE

### 14.1 Regulatory Requirements

- **SOC2 Type II:** IT service delivery controls and monitoring
- **GDPR/CCPA:** Data privacy and protection in support processes
- **Security Standards:** Compliance with company security policies
- **Financial Controls:** Proper authorization and documentation

### 14.2 Audit and Review Process

- **Monthly Internal Audits:** Process compliance and performance review
- **Quarterly Management Reviews:** Strategic alignment and planning
- **Annual External Audits:** SOC2 and compliance verification
- **Continuous Monitoring:** Real-time compliance dashboard

### 14.3 Risk Management

- **Business Continuity:** Backup procedures and disaster recovery

- **Security Risks:** Regular assessment and mitigation strategies
- **Operational Risks:** Process failures and human error prevention
- **Financial Risks:** Budget overruns and cost management

#### 14.4 Policy Compliance

- **Regular Training:** Annual policy review and acknowledgment
- **Exception Management:** Formal process for policy deviations
- **Violation Reporting:** Clear escalation path for non-compliance
- **Corrective Actions:** Systematic approach to addressing violations

### 15. CONTACT INFORMATION

#### 15.1 IT Support Team

- **Help Desk:** helpdesk@techflow.com, +1 (415) 555-HELP (4357)
- **Emergency Line:** +1 (415) 555-HELP (available 24/7)
- **IT Director:** Marcus Rodriguez, marcus.rodriguez@techflow.com
- **Senior Technicians:** it-escalation@techflow.com

#### 15.2 Management Contacts

- **CTO:** Jennifer Liu, jennifer.liu@techflow.com, +1 (512) 876-5432
- **COO:** Rachel Kim, rachel.kim@techflow.com, +1 (415) 234-5678
- **CISO:** Sarah Chen, sarah.chen@techflow.com, +1 (415) 987-6543

#### 15.3 External Partners

- **Apple Business Support:** +1 (800) APL-CARE
- **Microsoft Premier Support:** +1 (800) 642-7676
- **AWS Enterprise Support:** +1 (206) 266-4064
- **Emergency IT Contractors:** emergency-vendors@techflow.com

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**Approved By:** - Marcus Rodriguez, IT Director - December 15, 2023 - Jennifer Liu, Chief Technology Officer - December 15, 2023 - Rachel Kim, Chief Operating Officer - December 15, 2023 - David Park, Chief Executive Officer - December 15, 2023

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