# IT Help Leaflet

## Define the Problem and Gather Background Information

To get the persons problem fixed faster ask for the person to explain the problem and the symptoms that lead up to, during and after the problem. It is very important that you ask them to be as specific as possible in explaining a problem or a question so that you fully understand the problem or question before you answer it. Ask them to answer the following questions which will help you in your efforts to resolve their software problem:

* Can you define your technical problem in specific terms, and provide the version and release level of the product or products in question.
* What levels of software were you running when the problem occurred? Please include all relevant products (e.g., the operating system), as well as related products.
* Has the problem occurred before, or is this an isolated incident?
* What steps led to the failure?
* Can the problem be recreated? If so, what steps are required?
* Have any changes (hardware or software) been made to the system?
* Were any messages or other diagnostic information generated? If yes, what were they?
* It is often helpful to have a printout of the message number(s) of any messages received when you place the call for support.

## Case Severity Levels

There are different levels of severity when replying and dealing with customer support and these are what our company has put as its desired levels of severity.

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| Severity Level | Definition |
| Critical | Problems or issues in the software/service that interrupt or prevent the entire customer population from performing regular business operations.  Problems or issues caused by the software/service having a catastrophic impact on regular business operations. |
| High | Problems or issues in the software/service that interrupt or prevent a significant percentage of the customer population from performing regular business operations.  Problems or issues caused by the software/service having a major impact on regular business operations. |
| Medium | Problems or issues in the software/service that interrupt or prevent a small percentage of the customer population from performing regular business operations.  Problems or issues caused by the software/service having a significant impact on regular business operations. |
| Low | Problems or issues in the software/service that interrupt or prevent an individual user from performing regular business operations.  Problems or issues having a minor impact on regular business operations.  Information requests. |