

## Manage the Ticket Queue



**May 06, 2014**

# Manage the Ticket Queue

---

## Table of Contents

1	Manage the Ticket Queue.....	3
1.1	Description .....	3
1.2	Details .....	4
1.3	Procedure Flow Diagram.....	5
1.4	Procedure Narrative .....	6

# Manage the Ticket Queue

---

## 1 Manage the Ticket Queue

This document provides guidelines for System Administrator: Managing the Ticket Queue.

### 1.1 Description

The System Administrator has a ticket queue that must be managed effectively to ensure that all Service Level Agreements are met. To manage the queue effectively the System Administrator must:

Work with the Dispatcher to ensure the following:

- The queue has a reasonable number of tickets
- The severity of the tickets is correct
- Prioritize tickets in the queue to meet SLA time requirements
- Work tickets in a timely and efficient manner
- Pend and close tickets promptly

This procedure does not include tool specific information.

## Manage the Ticket Queue

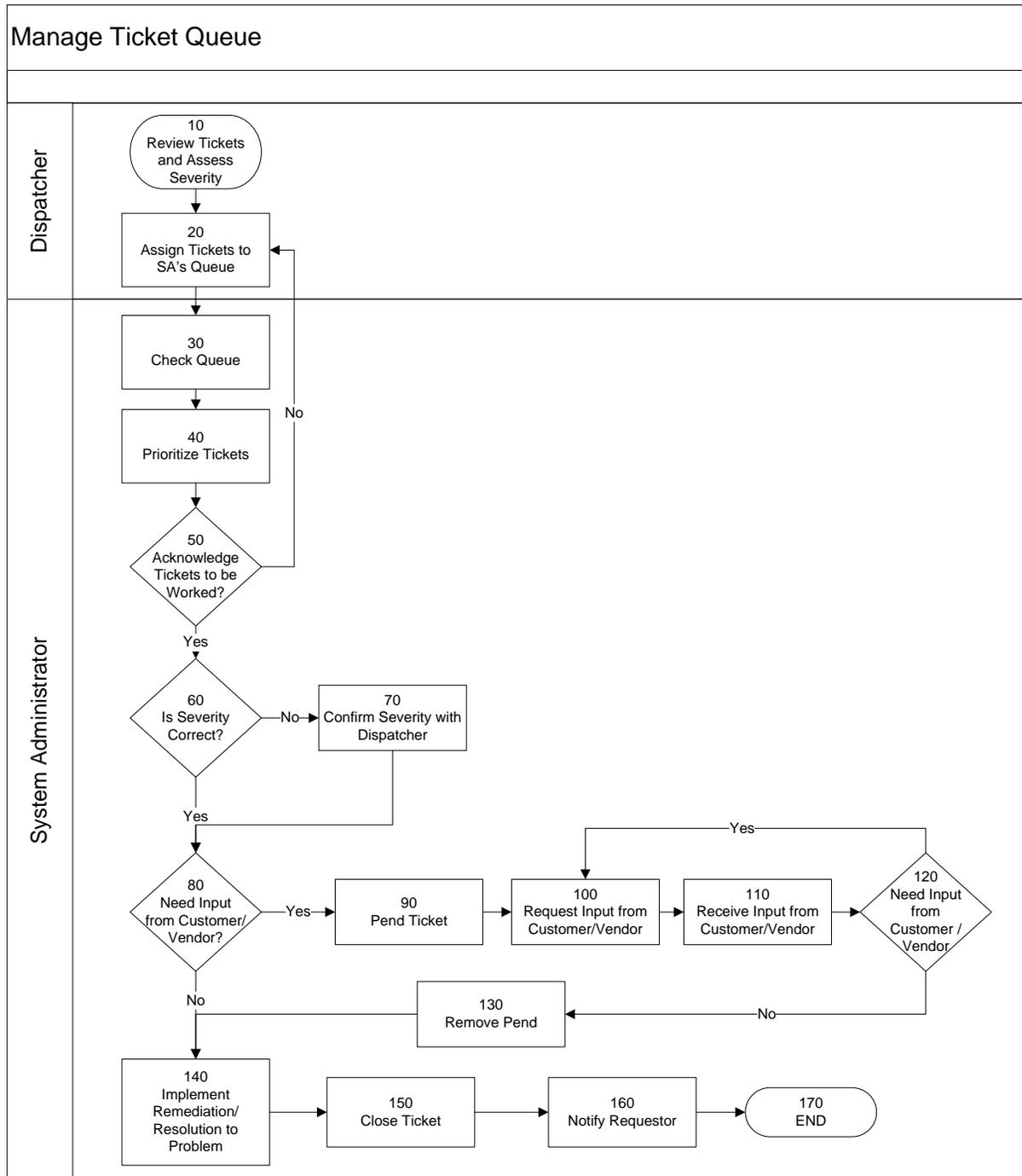
### 1.2 Details

This procedure defines the activities for managing the ticket queue.

Attributes	Details	Owner
<b>Inputs: Deliverables</b>	<ul style="list-style-type: none"> <li>• Trouble ticket</li> </ul>	Dispatcher System Administrator
<b>Task(s)</b>	<ul style="list-style-type: none"> <li>• Review queue</li> <li>• Prioritize tickets</li> <li>• Acknowledge tickets</li> <li>• Review/confirm severity level</li> <li>• Request input (if necessary)</li> <li>• Resolve ticket problem</li> <li>• Close ticket</li> <li>• Notify customers of ticket resolution</li> </ul>	System Administrator
<b>Inputs: Artifacts</b>	<ul style="list-style-type: none"> <li>• Logs</li> <li>• Resolution remarks</li> <li>• Email to customer</li> </ul>	
<b>Job Role(s)</b>	<ul style="list-style-type: none"> <li>• Customer</li> <li>• System Administrator</li> <li>• Dispatcher</li> </ul>	N/A

# Manage the Ticket Queue

## 1.3 Procedure Flow Diagram



## Manage the Ticket Queue

### 1.4 Procedure Narrative

Role	Step	
Dispatcher	10	<ul style="list-style-type: none"> <li>Review tickets and assess severity</li> <li>The Dispatcher reviews tickets as they come in. This review involves assigning the correct severity code to each ticket and analyzing the type of problem to allow the ticket to be assigned to the appropriate System Administrator (SA).</li> </ul> <p><b>Note:</b> SLAs are defined in the contract</p> <ul style="list-style-type: none"> <li>Once tickets have been reviewed and assessed, go to step 20.</li> </ul>
Dispatcher	20	<ul style="list-style-type: none"> <li>Assign Tickets to SA's queue</li> <li>The Dispatcher distributes tickets to available SA. The Dispatcher attempts to assign tickets in such a way to minimize risks to SLAs.</li> <li>Once the tickets have been added to the SA's queue, go to step 30.</li> </ul>
System Administrator	30	<ul style="list-style-type: none"> <li>Check Queue</li> <li>System Administrator should begin work cycle by checking queue for new tickets and tickets that might be close to passing SLA required time limits.</li> <li>Once the SA has checked the queue, go to step 40.</li> </ul>
System Administrator	40	<ul style="list-style-type: none"> <li>Prioritize Tickets</li> <li>System Administrator should prioritize tickets to be worked in queue based on severity and length of time in queue. Every effort should be made to organize tickets so that SLAs are met. SAs should use available tools and meetings to obtain assistance in making sure that SLAs are met.</li> <li>Once the tickets have been prioritized, go to step 50.</li> </ul>
System Administrator	50	<ul style="list-style-type: none"> <li>Acknowledge Tickets to be worked?</li> <li>Before tickets are considered in active queue, the SA must acknowledge the ticket to be part of their queue. If the SA cannot acknowledge the ticket (for example, too many tickets, too many severity 1 or 2 tickets, and so on) the ticket is sent back to the Dispatcher to add to another SA's queue.</li> <li>If the ticket is acknowledged, go to step 60.</li> <li>If the ticket is not acknowledged, go to step 20.</li> </ul>
System Administrator	60	<ul style="list-style-type: none"> <li>Is Severity Correct?</li> <li>The SA should review the ticket to ensure that the appropriate severity has been applied to the ticket.</li> <li>If the correct severity has been applied to the ticket, go to step 80.</li> <li>If the SA disputes the severity applied to the ticket, the SA will contact the Dispatcher to confirm the severity level of the ticket. Go to step 70.</li> </ul>
System Administrator	70	<ul style="list-style-type: none"> <li>Confirm Severity with Dispatcher</li> <li>The SA works with the Dispatcher to determine if the correct severity has been applied to the ticket and, if not, applies the correct severity to the ticket.</li> <li>Once the correct severity is agreed upon, go to step 80.</li> </ul>
System Administrator	80	<ul style="list-style-type: none"> <li>Need Input from Customer/Vendor?</li> <li>While working on the ticket, the SA may need information or assistance from the customer or a vendor.</li> <li>If input is needed, go to step 90.</li> <li>If input is not needed, go to step 140.</li> </ul>

## Manage the Ticket Queue

Role	Step	
System Administrator	90	<ul style="list-style-type: none"> <li>• Pend Ticket</li> <li>• If input is needed from the customer or a vendor, the SA must "Pend" the ticket. This action is critical because it halts the clock on the SLA time limit. The SA should "Pend" the ticket as soon as it is determined that input is needed. Once the ticket has been "Pended", the SA should attempt to obtain the necessary input.</li> <li>• Once the ticket is "Pended", go to step 100.</li> </ul>
System Administrator	100	<ul style="list-style-type: none"> <li>• Request Input from Customer/Vendor</li> <li>• SA sends request for input to customer or vendor.</li> <li>• Once the request has been sent, go to step 110</li> </ul>
System Administrator	110	<ul style="list-style-type: none"> <li>• Receive Input from Customer/Vendor</li> <li>• Once the requested input from the customer is received, go to step 120.</li> </ul>
System Administrator	120	<ul style="list-style-type: none"> <li>• Need Input from Customer/Vendor</li> <li>• The SA determines if more information from the customer or vendor is needed to resolve the problem.</li> <li>• If more input is needed, go to step 100.</li> <li>• If more input is not needed, go to step 130.</li> </ul>
System Administrator	130	<ul style="list-style-type: none"> <li>• Remove Pend from Ticket</li> <li>• Once the necessary input has been received, the SA should remove the "Pend" from the ticket and continue working on the problem.</li> <li>• Once the "Pend" has been removed from the ticket, go to step 140.</li> </ul>
System Administrator	140	<ul style="list-style-type: none"> <li>• Implement Remediation/Resolution to Problem</li> <li>• Once all the necessary information is obtained, the SA should fully implement the remediation/resolution to the problem.</li> <li>• Once the problem has been resolved, go to step 150.</li> </ul>
System Administrator	150	<ul style="list-style-type: none"> <li>• Close Ticket</li> <li>• Once the problem has been resolved, the SA should move to close the ticket. This stops the SLA clock and will ensure that SLAs are not missed due to not closing the ticket. During this step, the SA should attach all appropriate logs and evidence to document the solution implemented. It is critical that the resolution remarks be complete and concise. The last three lines of the log will be sent to the customer, so the SA should ensure that the information contained in those lines is appropriate.</li> <li>• Once the ticket has been closed, go to step 160.</li> </ul>
System Administrator	160	<ul style="list-style-type: none"> <li>• Notify Requestor</li> <li>• The SA should email the customer to communicate that the problem has been resolved and that the ticket has been closed. This communication serves to notify the customer and document that the problem was resolved.</li> <li>• Once the email to the customer has been sent, go to step 170.</li> </ul>
	170	<ul style="list-style-type: none"> <li>• End of Procedure</li> </ul>