



FSU Service Center

Response Time General Guidelines

November 9, 2015

Normal Business Hours: 8:00 a.m. – 5:00 p.m.

Response time commitments do not promise a complete resolution within the stated time frames. Response time indicates the maximum time interval between a customer reporting the issue and being contacted by the agent assigned to the case or another ITS representative.

Case Classification, Priority Definitions, Descriptions and Business Hours Response Times

Support Requests

1) Critical

Preferred Response Time: within 30 business minutes

Description: Cases with a priority of critical represent problems that require an expedited response. These cases may impact a large group of users or cause a significant disruption to one or more users. Customers reporting critical cases should also call the ITS Service Desk to ensure expedited response time.

2) High

Preferred Response Time: within 2 business hours

Description: Cases with a priority of high represent problems that impact one or more users' ability to perform normal daily tasks. Though few customers may be impacted, these problems require timely responses.

3) Medium

Preferred Response Time: within 4 business hours

Description: Cases with a priority of medium represent problems that impact one or more customers. The request, however, does not significantly impact productivity because alternative resources or workarounds are available.

4) Low

Preferred Response Time: within 8 business hours

Description: Cases with a priority of low may impact a user's ability to work for a short time. Low priority cases are generally less time-sensitive or do not require immediate resolution.

Case Type Definitions, Descriptions and Business Day Resolution Times

1) Support Request (default)

Description: A support request is a routine or standard task or action required to restore service (repairs/outages); provide access to applications, systems or services; or provide instructions, information or response to a question.

- Updates should be made weekly.
- Escalation to supervisor should occur after 30 calendar days, or sooner if necessary.

2) Work Orders

Description: A work order is a request to provide a product or service by or through a service provider group. Work orders are generally, but not exclusively, associated with estimates, inventory, purchase orders, maintenance contracts, outside vendor orders, equipment, service or device activations/deactivations.

- Updates should be make weekly.
- Escalation to supervisor should occur after 60 calendar days, or sooner if necessary.

3) Projects

Description: If a support request or work order cannot be fulfilled or solved because of resource constraints (i.e. staff, equipment, facilities) or other issues that prevent a timelier response or resolution, it can be classified as a project. Projects often require multiple provider groups to be involved, which can require additional planning, resources, time and effort to complete.

- Updates should be made bi-weekly.
- Inform customer about the expected scope and timeline of the project.
- If the project is moved to another tracking system, the case should be updated to ensure the customer is aware.