

1 DIRECTIVE

- 1.01 All IT problems and incidents which an end-user needs assistance to resolve must be communicated to the IT Service Desk.

2 PURPOSE

- 2.01 The purpose of this Directive is to ensure that computer problems that are hardware failures or manifest themselves as system failures, network failures, performance degradations, program failures, data corruption or repetitive error messages are managed so that:
- (a) There is quick recovery from these problems to minimize user impact.
 - (b) There is effective action taken to resolve IT problems and maintain user productivity by limiting or preventing recurrence.

3 SCOPE

- 3.01 This directive applies to all IT end users, and the Information Technology Service Delivery Organization (IT SDO).

4 RESPONSIBILITY

- 4.01 End users are responsible to report all IT-related problems to IT Service Desk so that the appropriate support can be engaged.
- 4.02 The IT SDO is responsible:
- (a) To manage all IT problems reported.
 - (b) To develop and maintain technical expertise and research connections to enable resolution of IT problems.
 - (c) To report on IT problem handling.
- 4.03 Users are responsible to provide all information requested by the IT SDO at the time of the problem to minimize the loss of any problem-solving clues needed by the IT SDO.

5 DEFINITIONS

“Incident”, An unplanned interruption to an IT Service, a reduction in the quality of an IT Service or a failure of an IT related device.

6 RELATED DIRECTIVES

OCIO IT 2.06 – Maintenance

OCIO IT 3.04 – Standard Application Fixes

OCIO IT 13.01 – System Access and Acceptable Use

OCIO IT 14.01 – BYOD Acceptable Devices and Operating Systems