

LittleGroup IT HelpDesk

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Service Requests and Incidents

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Service Requests and Incidents

In previous years we opted for a more relaxed approach when it came to submitting tickets but that did come with some disadvantages at times. Such as last minute requests, incorrect information and sometimes not enough information. To help us manage and streamline this better we're trialling a new **Request and Incidents** - scenario. We're hoping this new change will help the correct departments receive requests faster, their able to finish tickets faster and better [ITIL standards](#) can be met across Gardners. Here's an example of how they work

Service Request

This is one of the more broader types of requests and possibly the most used one. Here are some of the more common examples we'd see

- **Permission (Winlibra, start menu options)**
- **Software installation**
- **New devices to be setup**
- **New starters (14 days notice is required for all)**
- **Printer/Scanner/Computer Repair/Replacement**

Incidents

A unplanned interruption to a service or a reduction in the quality of a service.

- **A system crash**
- **A network outage**
- **An application running slowly**
- **A website being unavailable**
- **Email not sending or receiving**

Information Request:

These are fairly self explanatory and will mostly require the user to be of a senior, supervisor role or higher.

Tickets that come in and are not in one of these positions will be asked to have their supervisor/manager respond confirming the request

- **Phone recordings**
- **ActivTrak information**
- **Paxton reports**
- **CCTV Footage (This will need to be approved by HR)**

Change Request:

This one covers things like changes to:

- **Infrastructure changes** (*Switching, firewall etc*)
- **Zebra device updates to be pushed out**
- **Employee info** (*Title, department*)
- **Processes**
- **Permissions**

Access Request:

This one covers things like:

- **Gaining access to systems** (*Enable dev accounts*)