

## ***Policy***

### ***TrackIT Work Order Retention***

- Date:** July 1, 2013
- Purpose:** This policy sets the number of times the Help Desk personnel will try and contact a user regarding an open TrackIT work order.
- Scope:** This policy covers students, faculty, and staff at Otis College of Art and Design.
- Discussion:** The Information Systems Help Desk receives 10 to 15 new work orders a day from the Otis community. The Help Desk answers the work orders in the order received. Occasionally the Help Desk leaves a voice mail message regarding the problem for the person creating the work order and does not get a call back. Some times as many of five or six calls are made by the Help Desk team to the individual creating the work order without a call back. This policy sets the number of times the Help Desk will try and contact the individual creating the work order and time between calls before the work order is closed.
- Details:** The Help Desk team will try no more than three (3) times to contact the individual creating a work order so a resolution can be made and the work order closed. The Help Desk team will wait two (2) working days after a call has been made before another attempt is made to contact the individual. After two (2) working days of the third call and no response has been received from the individual creating the work order, the work order will be closed with the corrective action: "No response from the individual placing the work order."
- Revisions:** 7/1/2013 - Created