

SOP Template: Initial Ticket Categorization and Prioritization

This SOP details the process for **initial ticket categorization and prioritization** to ensure efficient incident management and resolution. It covers steps for accurately identifying the nature of incoming tickets, assigning appropriate categories based on issue type, evaluating urgency and impact levels, and setting priority statuses accordingly. The goal is to streamline ticket handling, optimize resource allocation, and improve response times for customer support or IT service teams.

1. Purpose

To standardize the process of categorizing and prioritizing incoming tickets for faster and more effective support response.

2. Scope

This SOP applies to all staff involved in receiving, assessing, and managing support or incident tickets within the [Organization Name] service desk platform.

3. Responsibilities

- **Support Staff:** Perform initial ticket triage, categorization, and prioritization.
- **Service Desk Manager:** Monitor the process, ensure guidelines are followed, and address escalations.
- **System Administrators:** Maintain categorization and priority scheme within the ticketing system.

4. Definitions

- **Ticket:** A support request or incident logged in the tracking system.
- **Category:** A classification based on the type of issue, e.g., hardware, software, network.
- **Priority:** The level of urgency assigned to a ticket based on impact and urgency.
- **Impact:** The effect of the issue on business operations.
- **Urgency:** The required speed of resolution.

5. Procedures

1. Ticket Reception

- Receive the new ticket via designated channels (email, portal, phone, etc.).
- Review the provided information and request clarification if necessary.

2. Issue Identification

- Analyze ticket details to determine the main issue.
- Refer to the knowledge base or historical tickets for similar issues if uncertain.

3. Category Assignment

- Select appropriate category/subcategory from the approved list based on issue type (e.g., hardware, software, access, network).
- Apply tags or keywords as required for further specificity.

4. Urgency and Impact Assessment

- Assess the urgency (how quickly the issue should be resolved) and impact (scope of users affected, business processes disrupted) based on ticket details.

- If unclear, contact the user for additional information.

5. **Priority Setting**

- Use the following matrix to assign ticket priority:

Impact \ Urgency	High Urgency	Medium Urgency	Low Urgency
High Impact	Critical (P1)	High (P2)	Medium (P3)
Medium Impact	High (P2)	Medium (P3)	Low (P4)
Low Impact	Medium (P3)	Low (P4)	Low (P4)

- Record the assigned priority status in the ticket tracking system.

6. **Ticket Documentation**

- Ensure all relevant fields (category, priority, summary, descriptions) are accurately completed.
- Add any internal notes or context for further handling teams.

7. **Ticket Assignment or Escalation**

- Assign the ticket to the appropriate support group or technician based on category and priority.
- Escalate immediately if the issue is identified as Critical (P1).

6. **References**

- Service Desk Tool User Guide
- Internal Knowledge Base
- Incident Management Policy

7. **Revision History**

Date	Version	Description	Author
2024-06-01	1.0	Initial SOP issue	[Author Name]