

# SOP: User Issue Intake and Ticket Logging Procedures

This SOP details the **user issue intake and ticket logging procedures**, including steps for receiving and documenting user-reported problems, categorizing and prioritizing issues, assigning tickets to appropriate support teams, tracking ticket status and progress, and ensuring timely resolution and communication with users. The objective is to streamline issue management, enhance user support efficiency, and maintain accurate records for continuous improvement.

## 1. Purpose

To standardize the intake and management of user-reported issues, ensuring prompt, accurate, and efficient support responses while maintaining comprehensive records for accountability and improvement.

## 2. Scope

This procedure applies to all technical support and helpdesk personnel responsible for responding to and managing user issues and service requests.

## 3. Responsibilities

- **Support Staff:** Log and categorize incoming issues, update ticket status, communicate with users.
- **Support Lead/Manager:** Oversee ticket assignment, escalate and resolve priority issues, review reporting data.
- **Users:** Report issues clearly, provide requested information, review ticket resolutions.

## 4. Procedure

1. **Issue Receipt**
  - User submits issue via designated channels (e.g., helpdesk portal, email, phone).
  - Support staff confirms receipt where applicable.
2. **Ticket Logging**
  - Enter issue details into the ticketing system, including:
    - User information (name, contact)
    - Issue description (clear, concise, relevant details)
    - Attachment of supporting files/screenshots (if provided)
    - Date and time of report
  - Assign a unique ticket ID.
3. **Issue Categorization and Prioritization**
  - Select appropriate category (e.g., hardware, software, access, network).
  - Assign priority based on impact and urgency (see table below).
4. **Assignment**
  - Assign ticket to the relevant support team or individual based on category and workload.
  - Notify assignee of the new ticket.
5. **Progress Tracking**
  - Update ticket status at each stage (e.g., New, In Progress, Awaiting User Input, Escalated, Resolved).
  - Document all actions, communications, and solutions within the ticket.
6. **User Communication**
  - Send acknowledgment upon receipt of ticket.
  - Provide updates for significant status changes or requests for additional information.
  - Confirm resolution with user before closing the ticket.
7. **Closure and Documentation**
  - Ensure all information is complete and solution is documented.
  - Confirm user satisfaction, then close the ticket.
8. **Continuous Improvement**
  - Periodically review ticket records and resolution metrics for trends and opportunities to improve support processes.

## 5. Issue Prioritization Matrix

Priority Level	Description	Response Time	Resolution Time
Critical	Major business impact, multiple users or systems affected, no workaround available	Within 30 minutes	Within 4 hours

High	Significant impact, single user/system down or degraded, workaround exists	Within 1 hour	Within 8 hours
Medium	Moderate business impact, partial loss of service, low-impact workaround	Within 4 hours	Within 2 business days
Low	Minor inconvenience, no immediate business impact, general inquiries	Within 8 hours	Within 5 business days

6. References

- Company Helpdesk Policy
- Ticketing System User Manual
- ITIL Incident Management Guidelines

7. Revision History

Date	Version	Description	Author
2024-06-15	1.0	Initial creation	IT Support Lead