	Trouble Ticket Policies and Procedures		Document Number: 2P-SS-07.10
	Department: Information Technology	Effective Date: August 15, 2022	Revision No: 2

Purpose

The purpose of this policy is to ensure that any incidents that affect the daily operations of the organization are managed through an established process.

Scope

This document covers the IT Technical Assistant process for the incidents occurred in F2 Logistics Philippines Inc and F2 Global Logistics Inc.

Ownership

Operations, Project and IT Managers are responsible for cascading to all concerned personnel and that it reflects actual practices.


Definition

- SLA – Service Level Agreement

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Trouble Ticket</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-07.10
	Department: Information Technology	Effective Date: August 15, 2022	Revision No: 2

Guidelines to IT Assistant for Incident Management in IT Helpdesk System

- Incidents should be classified by priority and categorized by type or service in accordance with the documented criteria.

Priority Level


Priority	Response Time	Resolution Time
Level 1	Within 1 day after receiving an email from user	Fix or agree a work around solution within 1 day after releasing a ticket number of the request
Level 2	Within 1 day after receiving an email from user	Fix or agree a work around solution within 3 days after releasing a ticket number of the request
Level 3	Within 1 day after receiving an email from user	Fix or agree a work around solution within 5 days after releasing a ticket number of the request

Category	Sub Categories	Priority
Application	Email Installation	Level 3
	Email Signature	Level 1
	System Access	Level 2
Software	F2 System	Level 2
Software	F2 Enterprise	Level 2
	F2 GLS	
	F2 CRM	
	F2 WMS	
	SAP	
	Infor	
Network	Network Troubleshooting	Level 1
Hardware	Diagnostic	Level 2
	Printer & Scanners	Level 1
	External Peripherals	Level 2
Others	Miscellaneous	Level 3

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Trouble Ticket</h1> <h2 style="text-align: center;">Policies and Procedures</h2>	Document Number: 2P-SS-07.10
	Department: Information Technology	Effective Date: August 15, 2022
		Revision No: 2


2. All recurring incidents should be logged for identifying the Root Cause Analysis and permanent fix.
3. The priority of an incident is determined by assessing its Urgency and Impact.

Urgency	Impact
Critical	The issue creates a serious business and financial exposure i. the internal customer experiences a complete or substantial loss of service ii. a mission critical business process is not working iii. where no delay for resolution is acceptable iv. users are unable to work or perform some significant portion, if not at all, of their job v. the issue affects over 20% (80) of users and/or customers
Normal	The issue creates a low business and financial exposure i. the internal customer experiences no loss of services and the incident has no significant effect on the usability of the Application ii. the users are unable to perform some small portion of their job but they are still able to complete most other tasks iii. a user has asked a question or requested information iv. the issue affects between 5% (20) to 10% (40) users and/or customers
Minimal	All other issues not covered within the above

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Trouble Ticket</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-07.10
	Department: Information Technology	Effective Date: August 15, 2022	Revision No: 2

Policies


1. All emails sent to it.helpdesk@f2logistics.com from the user and/or clients are considered an incident.
2. User to email IT Helpdesk (it.helpdesk@f2logistics.com) for the support request providing the following information:
 - Title of issue and/or request in Subject field
 - Brief description of concerned request
 - Screenshots (optional)
 - IP Address or Team Viewer ID (for remote support)
3. Incidents should be recorded by IT Helpdesk Assistant in IT Helpdesk system as the single source of all incident record
4. An email notification will be sent back to the original sender and escalated IT personnel with the following format. See example format below.

Subject:	ITHD Ticket #: [Ticket #] Original Subject
To:	<ul style="list-style-type: none"> • Escalated IT Personnel • Original Sender
CC:	<ul style="list-style-type: none"> • IT Helpdesk • Original CC Users
Body:	<ul style="list-style-type: none"> • Subject as Title • Ticket # • Original Subject • Date Submitted • Status: [OPEN, CLOSED] • Urgency: [CRITICAL, IMPORTANT, MINIMAL] • Priority: [Level 1, Level 2, Level 3] • Originator • Issue Name • Issue Description • Escalated To • Date Escalated

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	Trouble Ticket Policies and Procedures		Document Number: 2P-SS-07.10
	Department: Information Technology	Effective Date: August 15, 2022	Revision No: 2

5. IT Team to resolve request based on defined SLA.
6. User to validate if their request is done. If validated, user should reply to inform IT Technical Assistant, otherwise, advise IT Team to resolve until it completely fixed.
7. Once request has been completed, IT Technical Assistant should update the ticket in IT Helpdesk System with status CLOSED and KPI Indicator field based on defined SLA.
8. Request that needs approval to the Immediate leader:
 - a. System User Activation
 - b. System User Deactivation
 - c. IT Service Requisition
 - d. Email Creation
 - e. Email Deactivation

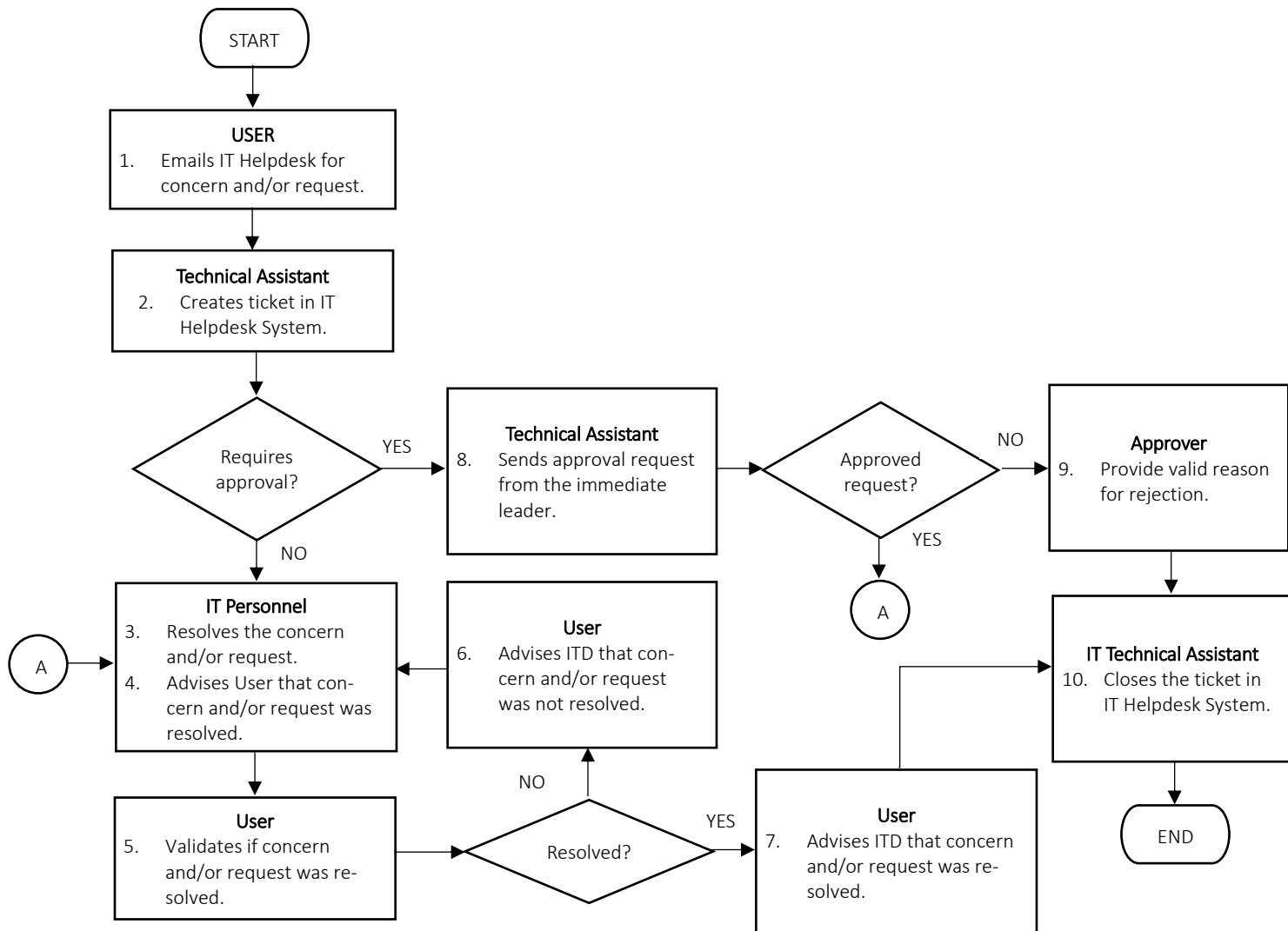
DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1>Trouble Ticket</h1> <h2>Policies and Procedures</h2>		Document Number: 2P-SS-07.10
	Department: Information Technology	Effective Date: August 15, 2022	Revision No: 2

Procedures



DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled