

Understanding Support Tiers in myIT

Overview:

In order to complete the classification process for issues (incidents or service requests), myIT requires a tier and team assignment. A **Team** is a collection of myIT Users that can share myIT items (such as Dashboards), record ownership, and assignments. A Team plays an important part in record ownership because members of the Team can have additional rights to view and edit records. A **Service Request/Incident Owner** is an IT professional who logs in and uses myIT to manage Service Desk data. This individual can belong to one or more Teams (so that they may share myIT items, such as Dashboards).

Recalling the Service Desk concept from our awareness training, a typical service desk manages incidents and service requests, and also handles communication with the users. The Service Desk is not a physical location but rather a function that allows the most appropriate unit to receive the request for service in a timely manner. As a member of the UFIT organization, you need to understand not only where your support tier and team membership live, but also where other tiers and support teams live within the tool in order to maximize responsiveness to our customers.

Understanding Tier & Team Structures

Customer service is a key component of all tiers. At any given point, IT professionals may serve as a communication point in IT for support and interact directly with end-users.

Tier 1:

- Includes UFIT teams who frequently serve as the first point of contact for supporting end-users (and the role is often dedicated to providing end-user support)
- Serve as the first line of support for requests and issues that come from monitoring and operations needs
- Examples of teams found in this tier: Workstation Support staff, Help Desk staff, and Operations Staff

Tier 2:

- Provide support that isn't be covered by the Tier 1 teams, including any issues or requests that need to be assigned from Tier 1 for deeper investigation or specific subject matter expertise on a particular IT Service
- May split their time between supporting escalated issues, planned maintenance support, project work, and other activities
- Examples of teams found in this tier: Application Development teams, Application Analysts, and server management teams

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Tier 3:

- Mostly focused on design work for new project/ initiatives, architecture, strategic planning and engineering activities
- Examples of teams found in this tier: Service Improvement Team, Architectural teams, Engineering Design teams, and project management teams

Tier Names

| | |
|---------------------------------------|---------------------------------------|
| Tier 1 Support | Tier 3 Administrative Services |
| Tier 2 Administrative Services | Tier 3 Research Services |
| Tier 2 Research Services | Tier 3 Teaching and Learning Services |
| Tier 2 Teaching and Learning Services | Tier 3 Technology Services |
| Tier 2 Technology Services | |

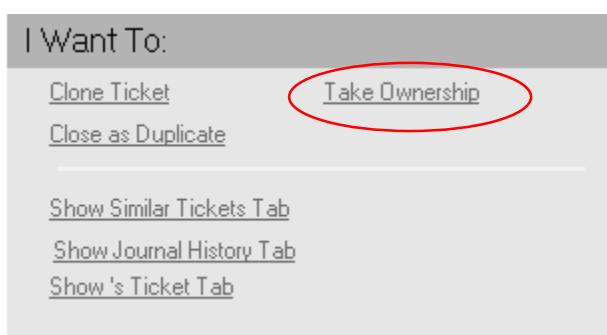
Tiers 2 and 3 are divided into Service Offering section. Therefore, it is important for you to be familiar with where each service offering falls under in the Administrative, Teaching and Learning, Research, and Technology Service Portfolio offerings.

Selecting Tiers & Teams:

When classifying a service request or incident in myIT, you have a few ways you can select Tier & teams.

Assigning to Yourself:

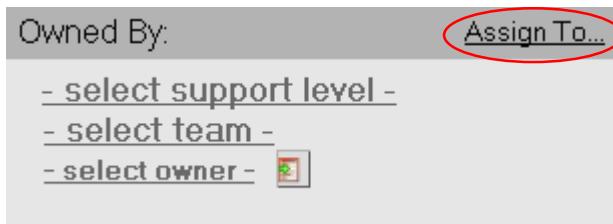
Under the “I want to” section, click on “Take Ownership” and the ticket will auto fill the tier and team assignment based on your ‘Default’ team.



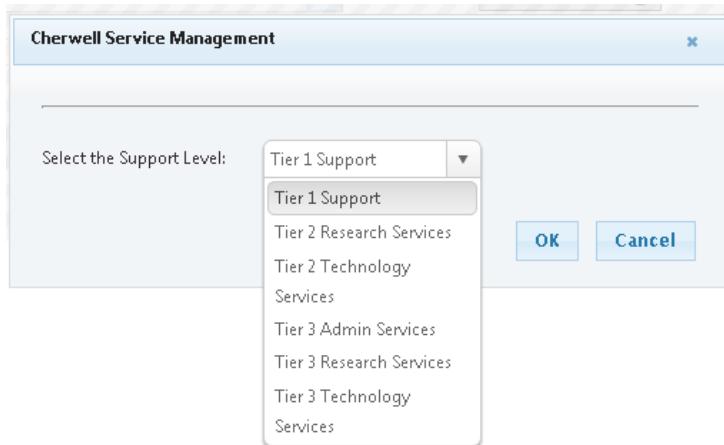
Assigning To a Team:

Under the “Owned By” section, click on “Assign to” and follow the prompts:

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The prompts will allow you to select a Support Tier, followed by a Team. Owners or individuals do not need to be (but can be) assigned upon Team selection.



Another way to assign Support Tiers, Teams and Owners is by individually clicking on the links found on the “Owned By” section:

