CSC Escalation for On-Boarding Issues

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- Incident must meet at least one of the following criteria to be escalated:
  1. OHIO provisioning
  2. Active Directory provisioning
  3. Access to myOHIO.gov
  4. Mailbox provisioning

Start

- Instate request in ServiceNow Portal
- Ensure that request meets escalation criteria
- Call CSC to escalate

Inform customer that ticket does not qualify for escalation

Receive phone call
- Confirm criteria met

Create an incident ticket with High Priority (P2) 24-hour SLA

Assign ticket to OIT team

Conduct triage

- Service Now involvement needed
- OIT Only

Assigned Incident worked until resolved

End
CSC Onboarding Issue: Ticket Template

Title/Subject (Examples):
• O365 Incident Ticket request for Onboarding Issue
• O365 Incident Ticket: Onboarding Rehire Issue
• O365 Incident Ticket for Offboarding Issue

RITM Number:

Escalation Contact in DAS/OIT:

Who is impacted:
• Employee OH|ID, Name

Issue Description:
• Refer to the criteria that triggered escalation (Ex: Mailbox provisioning)
• Describe the issue and provide pertinent details helpful towards resolution
• Include all previous resolution efforts and history to assist with triage and problem resolution

Best Practice to consider while creating a ticket
• If all employees experience the same issue, create a single ticket and list the employees
• If different issues are noticed, create a separate ticket per issue
• This will help ticket assignment to various teams