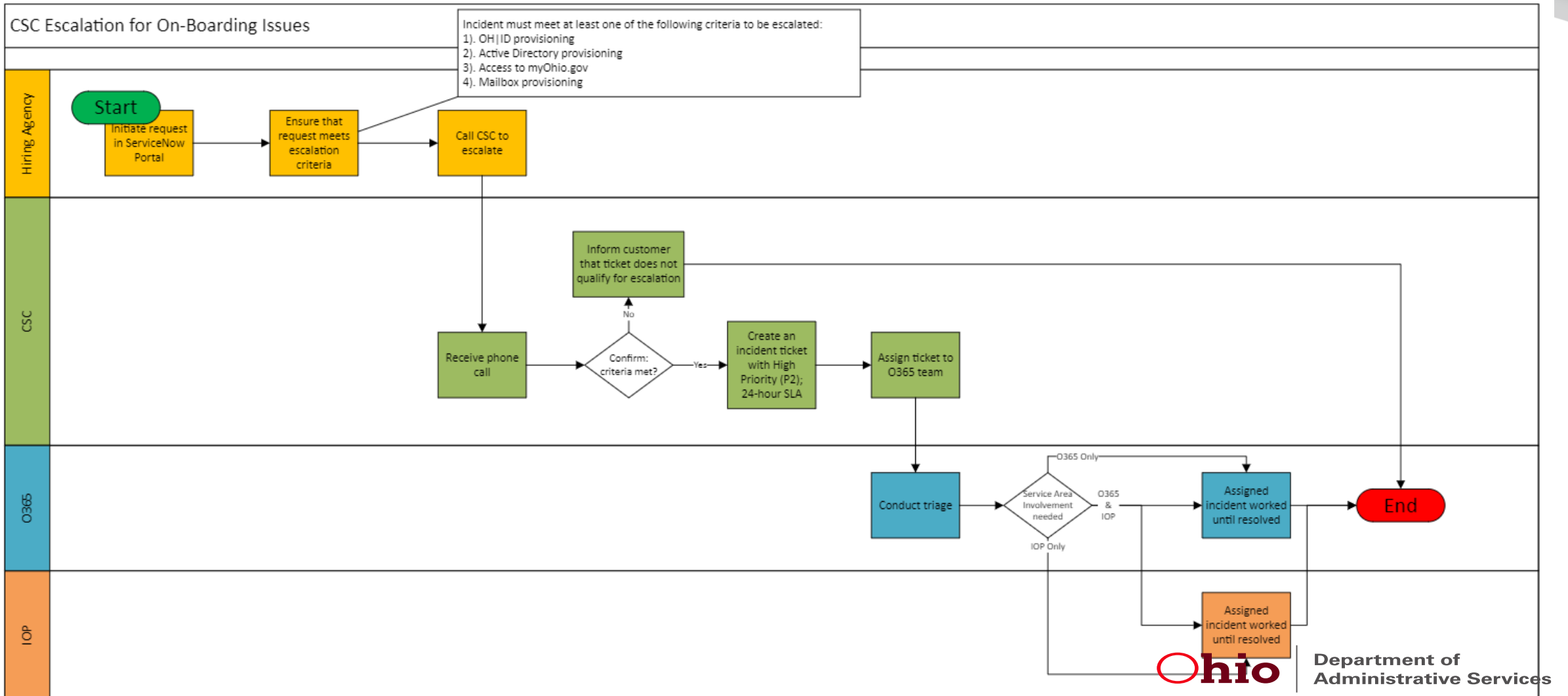


CSC Escalation for Onboarding Issues



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