



Keeping You Connected

IT Bulletin

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Incident Escalations

Once the help desk receives a request for an escalation, the ticket is flagged in Remedy and the tech and group manager are contacted to let them know of the request.

End User or LAN/IT Coordinator

This is the process that should be followed by a LAN/IT Coordinator or End User to follow up on the status of or request an escalation of an existing help desk ticket.

Send email to cms.helpdesk@illinois.gov
Flag email as high priority (!)
Subject: Escalation Request - HD Ticket #

Complaints

Contact ITSD Management via email or phone call – include as much information about the issue as possible – date/time, names, ticket numbers, etc.

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IT Service Desk Manager
liz.mccomb@illinois.gov
217-782-1490 (o)
217-685-9898 (c)

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800-366-8768 [in Springfield 217-524-4784]

