



IT Bulletin

Date: July 5, 2016

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 #

Agency CIO, their Designee or other VIP

This is the process that should be followed by an Agency CIO, their designee or other VIP to inquire about the status or request the escalation of an existing help desk ticket.

1. Send email to cms.helpdesk@illinois.gov
Flag email as high priority (!)
Subject: Escalation Request – HD Ticket #
Cc: Agency Relations representative

If no response within 30 minutes, proceed to Option 2.

2. Call ITSD Management

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

Trey McGhee
Customer Service Officer
trey.mcghee@illinois.gov
217-558-7209 (o)
217-670-4400 (c)

If unable to reach anyone from Step 2, proceed to Option 3.

3. Call your Agency Relations representative (with a ticket number) – who will document the call and notify a help desk manager for further investigation.

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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For more information visit our website at doit.illinois.gov

Springfield: 217-524-DoIT (217-524-3648) / Chicago: 312-814-DoIT (312-814-3648)