IT Support Workflow for any Computer related issues/requests

# Non-Critical Requests

*(You have a workaround or it can wait till your lunch or after work)*

Send email to **support@ospcservices.com**

- Be as detailed as possible in regards to the issue, including the exact error message you are seeing on the screen.   If it is a general request please be specific on the request.   The more details we have, the less likely we will need to call for additional details.
- Note the time when you will be at lunch or when you are leaving for the day so we do not interrupt you during normal Business hours for a non-critical issue/request.
- The email you send will create a ticket and **everyone** on the team will be notified that there is a new request in our support queue. Any notes or suggestions from OSPC will be sent to you via the ticketing system.

**Example Non-Critical Requests:**

System slow, When Computer starts up it takes longer than normal, Project request, Intermittent issues

# Critical Request

*(Prevents you from completing your work)*

Call On-Site PC Services:  **817-306-6106 (Office)**

- We will work with you over the phone to resolve the issue.
- Once we have the information we need and we start working the request, we can likely let you go but there may be cases where you must stay on the phone while we work through troubleshooting.
- Once we have resolution to your request we will update your Ticket and you will be notified by email along with a follow-up phone call if necessary.

**Example Critical Requests:**

- Internet Down, Application Down, Computer down, etc