

When is an incident considered an IT support Emergency?

When the issue occurs ***during normal IT business hours***, AND affects a mission-critical business/educational process in such a way *that it must be resolved ***immediately****

IT Emergency Support Request Procedures

During Normal IT Business Hours:

Please file a [support ticket](#). If for some reason you cannot, then please call x1347 (or 919-658-7679 from off campus). If your call is immediately answered, the technician on duty will file a ticket on your behalf. If you leave a message please leave a contact phone number and give one hour before resorting to follow-up procedure (see below).

Monday – Thursday: 7am till 10pm

Friday: 7am till 8pm

Saturday: 10am till 2pm

Sunday: 10am till 2pm

Outside of Normal IT Business Hours:

Post 1-hr Follow-up Procedure:

If an IT emergency occurs after hours, contact the Vice President in your reporting chain. Your Vice president will then contact the Director of IT (DIT), Bob Pruett, with your contact information. The DIT will also start the process of getting the support ticket logged and the appropriate personnel assigned and on-hand to fix the issue.

'Exceptional' Work Day Scheduling:

If you know in advance that you or your department will be working on a weekend *and* will need support ***outside of normal IT business hours***, please contact IT at least one week ahead of time so we can schedule to have someone available. Your departmental budget will be charged in the event that IT overtime must be incurred to provide this coverage.