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IT Support request policy (End-Users)

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I. Policy outline


This policy has been created as a reference for the IT support process to ensure it is more standardized and for users to better understand the support standards. This policy covers all rules of the support process, including how to request support from the IT department, tracking support progress, viewing support history, and improving the professionalism and efficiency of the support work.

II. IT Support request process

When users require technical support for issues such as printer problems, laptop issues, hardware problems, etc., they must create a ticket to inform the IT support team. The IT support division will then assign someone to assist. Users must always create a ticket to inform the IT department of any issues, allowing IT to prioritize and queue support tasks accordingly.

In urgent cases, users must contact the company's internal number '7000.' Regardless of the issue's size, users must still create a ticket for the IT department. If the request is out of the ticket system's scope, IT will provide advice on the next steps. Please note that if users do not follow the ticket system, IT may not consider the support request.

For cases where users cannot access the ticket system, they must call the internal IT number '7000.' After the problem is resolved, users must create a retrospective ticket for reference.

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Users can also email their support requests to ictsupport@ksd.la. However, they must still create a ticket to ensure proper tracking and prioritization.

Importance of the Ticket System:

Using the ticket system is crucial for analysis and improvement of IT support services. It helps in tracking support requests, identifying common issues, and implementing long-term solutions. The data collected from the tickets can be analyzed to improve response times, allocate resources efficiently, and enhance overall user satisfaction.

III. Priority assignment

Users must select one of three priority levels when creating a ticket. IT may reassign the ticket to the most suitable priority based on the IT support process outlined in the SOP:


- **High Priority:** Significant impact on business operations requiring immediate attention. Issues may cause severe disruptions, affect multiple users, or lead to substantial data loss. High-priority tickets should be resolved within 1 hour.

Examples of high-priority support:

- Group core software inaccessible (e.g., SAPB1, Odoo ERP, G-One, CW-POS, IMDC OPD Software).
- Network outages affecting multiple users.
- Critical server failures.
- Major security breaches.
- **Medium Priority:** Moderate impact on business operations. Issues may affect individual users or specific functions but do not cause widespread disruptions. Medium priority tickets should be addressed within one to two business days.

Examples of medium-priority support:

- Software installation or updates
- Non-critical hardware issues (e.g., mouse or keyboard malfunction)
- Individual user access issues
- Minor bugs in non-critical software
- **Low Priority:** Minimal impact on business operations. Issues involve minor inconveniences or non-urgent requests. Low-priority tickets can be resolved within 1 week, depending on the nature of the request and resource availability.

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Examples of low-priority support:

- General IT inquiries
- Scheduled maintenance tasks
- Requests for information or documentation
- Minor user interface issues

Remark: IT support will only cover technical issues that users cannot resolve themselves. Additional operational tasks, such as refilling printer ink or adding paper to the printer, are not covered. IT can guide users on these tasks but they are not part of the support process.

IV. IT Support process

After receiving a ticket, the IT support team will contact the user to gather more information about the issue. Once the support is completed, the team will update the ticket status to 'done' and close it. Users can check the ticket history and provide satisfaction assessments to help improve the work process. IT may follow up to ensure the problem is completely resolved.

For special IT support outside of the KST group, such as support for a seminar or event, users must create a request form for IT and submit it to the IT manager for approval at least 3 days in advance. Requests made within 3 days may not be considered.

Scope of IT Support:

IT support is limited to IT-related problems. Users should ensure that the issue is related to IT before creating a ticket. Non-IT related problems will not be addressed by the IT support team.

V. Policy effective

This policy will become effective after being signed by the relevant individuals. Once in use, all users must follow the IT support process to ensure efficiency and professionalism. This policy will replace the old IT support process policy and will remain in effect until a newer policy is approved.

Remark: For Viengthong Pharma, this policy references SOP document number VTP-IT-SOP-001.