

Ticket Management Standard

Introduction

This standard outlines the procedures for effectively managing incidents, service requests and cases. The standard aligns with ticket management best practices to ensure efficient, consistent and high-quality service delivery.

Purpose

To provide a set of guidelines and procedures that outlines how OMES support teams should handle and resolve incoming cases, incidents and requests ensuring consistency, improving efficiency through streamlined workflows, enhancing customer satisfaction, facilitating knowledge sharing and measuring performance.

Definitions

Case – ticket type used to capture requests from business customers.

Incident – an unplanned interruption to a service or a reduction in quality of the service.

Request ticket – a request for service or information, used to track and fulfill user requests.

Task – a specific action or activity that needs to be completed as part of resolving a case, request or incident. Tasks are used to break down larger tasks into smaller, more manageable components.

Standard

This standard ensures consistent and efficient handling of all support requests within our organization. It applies to requests received via phone, chat, in-person, self-service or email.

- The OMES Service Desk is responsible for receiving, triaging and resolving these requests according to standardized procedures.
- Each request is logged as a ticket with detailed information, categorized and prioritized.
- Technicians then diagnose the issue and implement solutions, escalating to higher-tier support when necessary.
- Throughout the process, clear communication with the customer is essential, using plain language and providing regular updates.
- Resolved tickets are documented in a centralized knowledge base to facilitate knowledge sharing and improve future support.
- Key performance indicators are tracked, including first contact resolution rate and customer satisfaction, to measure effectiveness and identify areas of improvement.

Compliance

This standard shall take effect upon publication and is made pursuant to Title 62 O.S. §§ 34.11.1 and 34.12 and Title 62 O.S. § 35.8. OMES IS may amend and publish the amended standards policies and standards at any time. Compliance is expected with all published policies and standards, and any published amendments thereof. Employees found in violation of this standard may be subject to disciplinary action, up to and including termination.

Rationale

To coordinate and require central approval of state agency information technology purchases and projects to enable the chief information officer to assess the needs and capabilities of state agencies as well as streamline and consolidate systems to ensure that the state delivers essential public services to its citizens in the most efficient manner at the lowest possible cost to taxpayers.

Revision history

This standard is subject to periodic review to ensure relevancy.

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Approved by: Aleta Seaman, Interim Chief Information Officer	