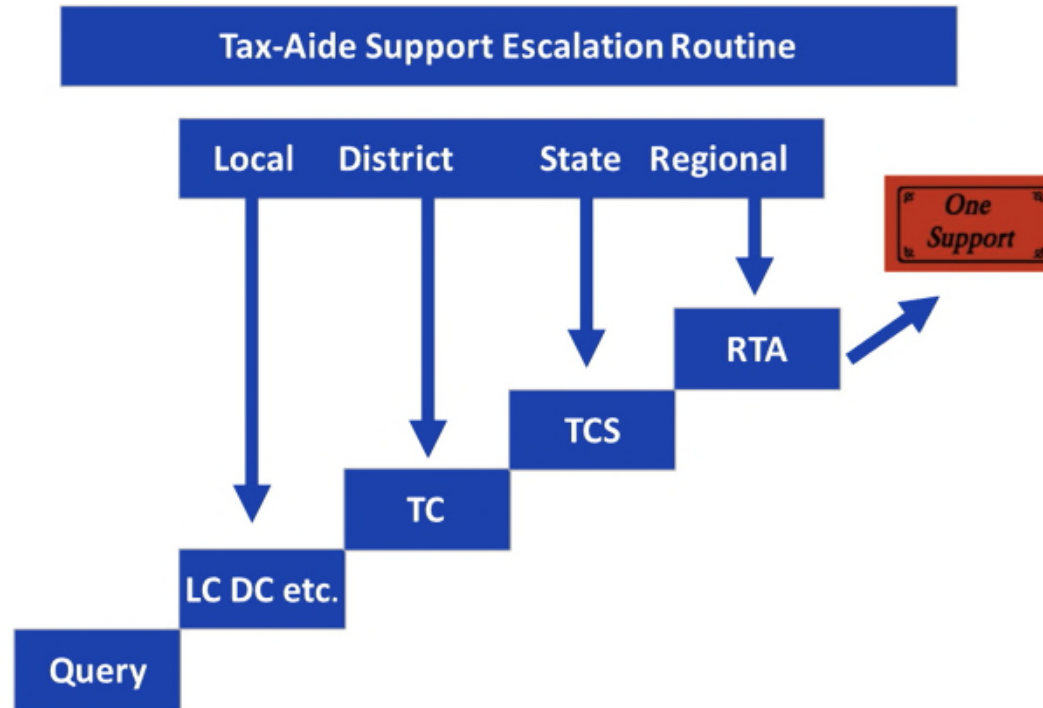


Trouble Tickets

Allegra Hamer - July 21, 2022 SMT

Escalation



■ What is a trouble ticket?

- Hardware request, inventory request
- Setup of equipment or network
- Operation/use of equipment
- “Submit a Request” from Home Page of Volunteer Portal

■ NTSC Role

- NTSC members receive one support requests for Technology
- Staff handle most equipment inventory/order requests and Google Accounts
- Volunteers handle most equipment setup and operation requests, Chrome operating system, and TaxSlayer defaults

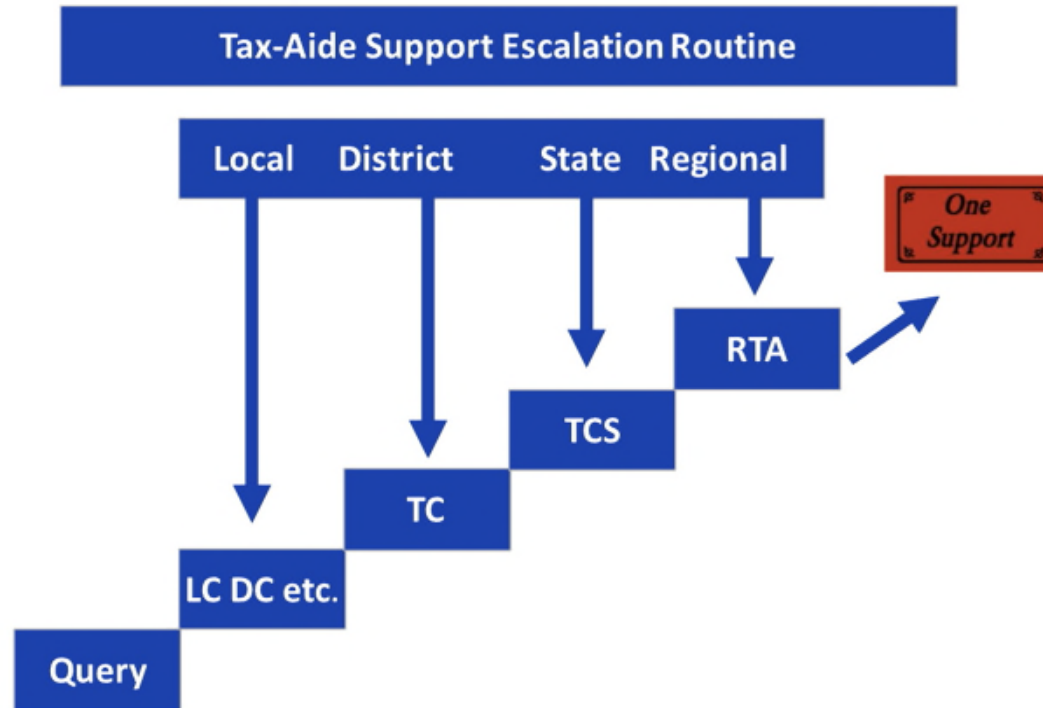
■ Using One Support on the Portal

- Category will be Technology
- Subtopics are currently under review to direct requests to most appropriate group within NTSC
- If a request doesn't fit into a subtopic, "Other" goes to triage

■ However,

- All Technology trouble tickets must go through TCS for your split state
- Individual volunteers should work through the escalation process first - to solve technical issues closest to their source
- TCS will escalate either to Staff or RTA as needed.
- Tickets submitted other than by TCS or RTA will be returned to the sender with instructions to contact local technology leadership

■ Please use this process



■ Questions ?

Thank you!