

**UBC IT SERVICE REQUEST PROCESS  
RESPONSE & RESOLUTION TIMEFRAMES  
REVISED JUNE 2, 2017**

**INCIDENTS**

An unplanned interruption or reduction in the quality of IT systems/services should be reported to the UBC IT Service Centre through the [SOS form](#), or by calling (827-HELP).

Normal business hours for UBC IT support are Monday-Friday, 8:00am to 5:00pm

**UBC IT staff will prioritize, acknowledge and resolve incidents per:**

Priority	Prioritization Criteria	Acknowledgement by UBC IT	Resolution/Acceptable Workaround Times
Critical*	Work cannot continue; incident is highly disruptive, core operations impacted; many users affected.	Within 1 hour	Within 1 business day
High	Work heavily impacted but workaround exists, core operations not impacted; many users affected.	Within 4 hours	Within 1 business day
Medium	Standard issues which impact work for small number of users; generally not disruptive.	Within 24 hours	Within 3 business days
Low	Support can be scheduled for a specific time or in advance; small number of users affected	Within 48 hours	Within 5 business days

\* Critical incidents should be reported by calling (827-HELP)

**SERVICE REQUESTS**

Requests for information, advice or for standard changes e.g. access to IT systems for new hires and software installations, should be submitted to the UBC IT Service Centre through the [SOS form](#), or by calling (827-HELP).

**UBC IT staff will prioritize, acknowledge and complete service requests per:**

Priority	Acknowledgement by UBC IT	Request Fulfilled
High	Within 4 hours	Within 2 business days
Medium	Within 2 business days	Within 3 business days
Low	Within 3 business days	Within 5 business days

**ESCALATION**

If issues are not resolved within the timeframes outlined above, users can follow up with the UBC IT Service Centre, quoting their ticket number. Secondary escalation is to the Senior Client Services Manager, Baljit Chahal at [baljit.chahal@ubc.ca](mailto:baljit.chahal@ubc.ca) or 604-822-3790.