# Help Desk Triage Policy

## Purpose

This document defines the help desk triage policy of Banks DIH Limited. The primary role of the IT Department is to support end users in completing business tasks. To ensure this role is carried out in a timely and quality manner, this policy helps assign priority levels to problems or issues reported by end users to IT.

### Intent
The goal of this policy is to establish service expectations and inform employees at Banks DIH Limited of the method by which help desk requests will be prioritized and what resolution times can be expected.

### Audience
This policy applies to all local and remote employees, management, contractors and any other parties who rely on access to Banks DIH Limited's IT systems and services.

### Priority Categories
The following table shows different priority levels for requests, a brief description of what constitutes each priority category, and timelines for problem response and resolution by the IT Department.

| Severity | Description | Response Time | Resolution Time |
|---|---|---|---|
| 1 | Critical system is down<br>Little to no functionality<br>No workaround<br>Data corrupted<br>Many users affected<br>Regulatory or legal implications | 15 minutes | < 2 hours |
| 2 | Functionality severely restricted<br>No workaround<br>Several users affected | 1 hours | < 4 hours |
| 3 | Basic functionality with some restrictions<br>Workaround available<br>One or more users affected | 4 hours | 24-48 hours |
| 4 | Minor problem<br>Functionality unaffected<br>Cosmetic or an annoyance | Next business day | 48-72 hours |

## Responsibilities

Management must ensure their direct reports understand the scope and implications of this policy and that a copy is made readily available in their business area.

Help desk staff will provide assistance to the end users within established triage parameters.

## Guidelines for Employees

1. Problems and requests designated as Level 1 Severity will take priority. Level 4 Severity issues hold the lowest priority.
2. Problems and requests within a specific priority category will be handled on a first come first served basis.
3. In some cases, special consideration will be given to mobile and remote employees whose access to company resources is more constrained.
4. In the event of a natural disaster, failure of a third-party utility (such as electrical power), or other situation resulting in multiple Level 1 issues, stated response and resolution times may be longer.

## Management

Ownership of this policy falls to IT Manager. For any questions about this policy please contact him/her at Ext.2115/sbritton@banksdih.com.

## Revision

Management is responsible for keeping this policy current. This policy will be reviewed annually or as circumstances arise.

An internal audit will be performed annually to ensure that the policy is properly aligned with company objectives and that performance is meeting established triage parameters.

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