

Acceptable Use Policy for Fast-Tracking IT Tickets

This policy defines acceptable use for clients requesting expedited handling ("fast-tracking") of IT support tickets. It ensures fair, consistent, and effective prioritization of IT resources while balancing critical business needs.

1. Definition of Fast-Tracking

- A fast-tracked IT ticket is any support request flagged for expedited attention outside the standard service level agreement (SLA) due to critical impact or urgency. Depending on the nature of the ticket, the priority may be changed, but this is reviewed as part of the process.

2. Acceptable Use

Users may request fast-tracking **only when the following conditions are met:**

- The issue has **direct business impact** on operations.
- There is a **system-wide failure or critical degradation** affecting multiple users.
- The issue involves **security threats or compliance violations**.

3. Unacceptable Use

Fast-tracking should **not** be used for:

- Change requests or cosmetic issues.
- Bypassing normal queue times for convenience.
- Requests lacking a clear business case for urgency.

4. Process for Requesting Fast-Tracking

- Submit an IT support ticket through the helpdesk portal.
- Select the "Fast-Track" option, including justification in the description.

5. Computeam Responsibilities

- Evaluate fast-track requests within 30 minutes of receipt.
- Approve or reject based on impact and alignment with criteria. This may include changing the priority, depending on the nature of the issue.
- Document reasons for approval or denial in the ticket system, notifying the client via the ticket.

6. Monitoring & Enforcement

- Repeat misuse may lead to temporary suspension of fast-track privileges.