



Tech Alert

from the Customer Delivery Division
"Your Gateway to CalTech Services"

TA 15-01: Reporting Incidents

ATTENTION: All Customers

ACTION REQUESTED: Call the Service Desk to Report Incidents

DUE DATE: As soon as the Incident occurs

Overview:

The Department of Technology, Office of Technology Services (OTech) provides its customers with a Service Desk as a central point of contact for reporting, tracking and escalating incidents and other service related calls. The Service Desk is staffed 24 hours a day, 7 days a week, and 365 days a year.

In an effort to improve response time to customer incidents, the following information lays out the three different ways a customer can report an Incident, and the different response times that may result for each. This is a reminder to customers that the primary method for communicating an outage or production problem is to **call** the OTech Service Desk.

Options for Reporting Incidents:

- **Call the OTech Service Desk at 916-464-4311.** This is the *most expedient and preferred method* for reporting Incidents. Calling the OTech Service Desk creates a 'real time' interaction with a Service Desk Technician to start the request process and begin the triage of an Incident. The Incident number will be provided to the customer during the phone call, and in some cases, the customer may be requested to email additional information related to the Incident. It is important to reference the Incident number in all subsequent phone conversations or emails related to the Incident.
- **Open a Remedy Service Request Module (SRM) Request.** Remedy is OTech's on-line IT Service Management (ITSM) system that customers can use to report Incidents, using a Remedy ID. Customers can request a Remedy ID by calling the OTech Service Desk at 916-464-4311. Be prepared to provide your full name, phone number, email address, location of the incident, and agency name. Only low priority requests should be submitted via Remedy; it could take a *minimum of three business days to process SRM Incident requests*.
- **Email Service.Desk@state.ca.gov.** Emailed Incident requests are reviewed intermittently and should also be used for low-priority items.

Requested Action:

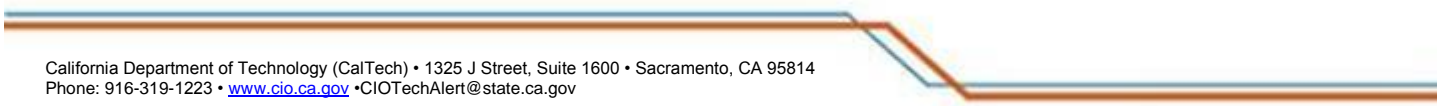
Call the OTech Service Desk at (916) 464-4311 to report an Incident.

Due Date:

As soon as an outage or production issue occurs.

Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.



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