How the FI$Cal Service Center (FSC) Prioritizes Service Requests

- System users submit online tickets for a variety of issues that include "how-to" questions, password resets, month-end close requests or functional issues.
- Frontline FSC Level 1 analysts resolve many tickets immediately or on the same day. First call resolution of issues includes password resets and "how-to" questions and less complex functional issues.
- If the FSC Level I analyst is unable to resolve the issue, the ticket is assigned to the appropriate functional module and analyst for resolution.
- Priority is determined by level of urgency, number of departments impacted, number of users impacted and area of functionality.
- Tickets are prioritized based by Impact/Urgency as Low, Moderate, High or Critical.
- The FSC Aging Task Force Team is responsible for monitoring aging tickets and working with assigned analysts/managers to request status updates and prioritization of resolution. The team also focuses on obtaining supporting information needed to resolve issues for tickets in Awaiting User Info and confirm resolution with users for tickets in Awaiting Evidence status.

Month-End Close Prioritization Process

- Month-end close tickets are prioritized and assigned to the Month-End/Year-End module for timely resolution.
- MEC/YEC tickets are prioritized when the issue is related to closure of periods within FI$Cal. Tickets are escalated in order to resolve issues impeding completion of critical MEC/YEC processes.

Ticket Escalation Process

- Ticket escalation requests are managed by the FSC Level 1 Escalation Team who will raise the escalation to the assigned analyst/manager requesting prioritization and issue resolution.
- Escalated tickets are monitored and managed through resolution by the FSC Level 1 Escalation Team.