MFD Support
Query Handling Flowchart – Library Student IT Support
(v1 – April 2017)

Note:

This process is for staff.
It should be presumed that students have reported a fault to a member of Library staff (or a staff member discovers a fault) before this process begins

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[Fault reported / discovered] → [Triage / 1st time fix e.g. basic paper requirements, user assistance] → <Resolved?>
```

<Resolved?> --Yes--> [Record interaction in Landesk] → END

<Resolved?> --No--> [Further support needed (ITS / Xerox)]

[Further support needed (ITS / Xerox)] → [Library Student IT Support report to ITSC] → [Via Landesk – get a ticket reference]

[Library Student IT Support report to ITSC] → [ITS / Xerox attend to problem] → <Resolved?>

<Resolved?> --Yes--> END

<Resolved?> --No--> [Lib IT Officers follow standard escalation processes] → (loops back to Resolved?)