Questions for Ticket Submissions

Detailed user-provided background information is helpful for resolving tickets and answering questions. Below, please find a list of questions for users to think about and answer before submitting a ticket. By answering questions such as these, our team will be better able to resolve the issue.

EXCEPTION REQUESTS	OTHER ISSUES
Who • Who is requesting the exception? What is their role at the university? • Who has access to the device and data? • Who is responsible for the device and data? **What** • What does the user need to do? • What kinds of data are involved with this issue (e.g., PHI)? **When** • When will the user need this exception? For how long? **Where** • Where does the user plan to use and store the device? • Where does the user plan to store the data contained on the device? • Will the device be traveling out of the country or in a field setting? • Will the device be used on public networks? **Why** • Why does the user believe they need an exception? • Why aren't university-supplied systems, devices, and software acceptable? **How** • How will this exception help the user meet their need? • How will the user ensure the security of their device and data? • How will the user monitor access to the device and data?	**Who** • Who is experiencing this issue? • What is the users' role at WashU? • Are several users experiencing the problem, or just one? **What** • What is the user trying to do? • What is happening instead of the expected or desired outcome? • Please describe what is happening, provide details such error messages, etc. • What kinds of data are involved with this issue (e.g., PHI)? **When** • When did this issue occur? How often does it occur (e.g., every time, intermittently)? **Where** • Where does this issue occur (e.g., on-campus, off-campus, on a university device, on a personal device)? **Why** • Why is the user submitting this ticket? Do they have a question, or do they need an investigation/solution? **How** • How has the user attempted to resolve the issue (e.g., reboot, password change, switch browsers, check for software updates)?