

Rush/Escalation Process

Ministry of Central Services
Information Technology Division

This guide should be used to learn the process for expediting an IT request

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Rush/Urgent

Rush/Urgent requests are to be used when you want to have a request expedited.

If you require a request you've submitted to be formally rushed, have your SLC email the ITD Service Desk mailbox with the Rush Email template, located [here](#). This email is to be submitted by your ministry service level coordinator (SLC). For a list of SLCS, click [here](#). The Service Desk Agent will advise the appropriate team that is responsible for handling your request.

Escalations

Escalation requests are to be used when a request is taking too long you feel that you received unsatisfactory service.

To escalate a request, please contact the Service Desk at 306-787-5000. Depending on the situation, the Service Desk Agent you speak to will contact the appropriate team and let them know that it needs to be revisited.

Request for Update

If you require an update on a request you have already submitted to the ITD, contact the Service Desk at 306-787-5000 and have your request number ready. The Service Desk will give you any update that is available. If there is no update available, they will contact the person your request is assigned to and ask them to provide an update to you (updates to be provided within one business day).

If you are having issues with any of the processes above, please contact your ministry's Service Level Coordinator (SLC).