

Town of West Tisbury
WEST TISBURY HELP DESK TICKET FORM

For IT Department Requests and General Office Help

1. Ticket Intake Information

Ticket No.	WT-HD- _____	Date/Time Received	_____
Received By	_____	Intake Method	☐ Email ☐ Phone ☐ Walk-in ☐ Other: _____
Requester Name	_____	Department/Board/Committee	_____
Email	_____	Phone/Extension	_____
Building/Location	☐ Town Hall ☐ Police ☐ Fire ☐ Library ☐ Highway ☐ Howes House ☐ Other: _____	Room/Work Area	_____

2. Request Category

Check all that apply.

IT Department Support

☐ Computer/workstation	☐ Network or internet	☐ Email/Microsoft 365
☐ Printer/scanner	☐ Phone/voicemail	☐ Website/Revize
☐ Software/application	☐ Hardware/accessory	☐ User account/access
☐ Cybersecurity concern	☐ Backup/file recovery	☐ Other IT: _____

General Office Help

☐ Document formatting	☐ Agenda/minutes posting	☐ Records/file organization
☐ Forms/templates	☐ Meeting/Zoom support	☐ Copier/printer use
☐ Spreadsheet/data help	☐ Public-facing notice help	☐ Other office help: _____

3. Priority, Impact, and Timing

Priority	☐ Emergency ☐ High ☐ Normal ☐ Low	Requested Due Date	_____
Impact	☐ One user ☐ Multiple users ☐ Department ☐ Town-wide ☐ Public-facing service	Work Stoppage?	☐ Yes ☐ No
After-Hours Needed?	☐ Yes ☐ No	Approval Needed?	☐ No ☐ Dept. Head ☐ Town Administrator ☐ Purchase Approval

4. Request Description

Describe the issue, task, affected device/application, error message, deadline, and any steps already tried. Do not include passwords.

_____ _____ _____ _____			
Attachments/Screenshots Provided?	☐ Yes ☐ No	Device Name/Asset Tag	_____
Related Prior Ticket?	☐ No ☐ Yes, Ticket No.: _____	Vendor Involved?	☐ No ☐ Yes: _____

Town of West Tisbury
HELP DESK INTERNAL TRACKING

5. Status

Status	☐ New ☐ In Progress ☐ Waiting on Requester ☐ Waiting on Vendor ☐ Completed ☐ Closed	Target Completion	_____
Estimated Time	_____ hours	Estimated Cost/Purchase Needed	\$ _____

6. Action Log

Date/Time	Action Taken / Notes	Completed By	Status

7. Resolution and Closeout

Summarize the work completed, outcome, equipment/software changes, and any follow-up required.

_____ _____ _____			
Follow-Up Required?	☐ No ☐ Yes: _____	Closed Date	_____
Closed By	_____	Requester Confirmed?	☐ Yes ☐ No ☐ Not applicable
Documentation Updated?	☐ Ticket log ☐ Asset inventory ☐ Procedure notes ☐ Vendor record ☐ Not applicable	Final Status	☐ Completed ☐ Closed ☐ Deferred

8. Routing and Use Notes

- Emergency examples: cybersecurity concern, public-facing outage, town-wide network outage, or loss of access affecting essential operations.
- Purchases, new software, new hardware, vendor work, and access changes may require department head or Town Administrator approval before work begins.
- Do not write passwords on this form. If credentials need to be reset, the IT Department should use the approved account-reset process.
- Completed tickets should be retained in the Help Desk log for tracking recurring issues, response time, asset history, and planning needs.