

Title: 3 Strike Rule

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The 3 Strike Rule is to be initiated anytime a service provider is unable to move forward with the incident or request without receiving a response from the user.

1. Try **telephoning** the requester seeking the information needed to continue processing their request. If there is no answer or the contact telephone number is unknown, then send an email message from within Remedy. **Record** your action within the *Remedy ticket Work Info Summary / Notes* field(s) if needed. Note: sending an email message will automatically place an entry within the *Remedy ticket Work Info* field.
2. Change the Remedy request *Status* to “**Pending**” and the *Status Reason* to “**Client Action Required**”.
3. After approximately seven (7) days of not receiving a response from the requester, try **telephoning** the requester again or send email from within Remedy seeking the additional information. **Record** your action within the *Remedy ticket Work Info Summary / Notes* field(s) if needed. Leave the ticket *Status* in “**Pending**”.
4. After approximately fourteen (14) days has passed having not heard from the requester, send an email message from within Remedy to the requester seeking the additional information. Leave the ticket *Status* in “**Pending**”.
5. After approximately twenty-one (21) days from the date and time of when the initial Remedy ticket was created, having not received a response from the requester, send a final email message from within Remedy to the requester seeking the additional information. You may also try calling.

Final email verbiage:

“Dear Sir or Ma’am,

Regretfully the Fermilab Service Desk has been unable to contact you by telephone and by email seeking additional information needed to move forward with your request. Unfortunately, we are left with no other choice than to mark your request “Resolved”.

If you would still like assistance, please reply back and we’ll re-open your request as long as we receive your response within 2 weeks time of when the Remedy ticket was marked resolved. Otherwise, a new request will have to be submitted. We look forward to the opportunity to assist you.”

Fermilab
Service Desk
(630) 840-2345
<http://servicedesk.fnal.gov>

6. Mark the Remedy request “Resolved”. The user may ask to have the Remedy ticket re-opened as long as it’s within the 2 week period prior to be marked Closed.