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Introduction

Purpose and Intent

The following workflows illustrate the processes that are followed for the most common types of incidents and requests received into the GLTC_Help and BBASSIST email boxes. These workflows are not intended to be all inclusive and presume that ticket administrators are using sound judgment to prioritize, troubleshoot and route tickets appropriately.

These workflows are intended to be used by GLTC ticket administrators for ATLAS and Blackboard systems; who manage tickets on a daily basis and may reference the following workflows to ensure proper handling and routing of tickets.

Priority Categorization

Priority Categorizations (time-to-resolution)

With the exception of the “Critical” priority, the time-to-resolution for the priority categorizations listed below are documented here as a general guideline. Flexibility and proper judgment is required to determine the appropriate resolution. Often is the case where incidents and requests are researched further and determined that additional investigation, time and/or stakeholder involvement is needed. Therefore, the time-to-resolution may vary.

ATLAS Priority Categorizations	Blackboard Priority Categorizations
<ul style="list-style-type: none">● CRITICAL < 1 day● HIGH = 1 to 2 days● MEDIUM = 3 days● LOW = 5 days● LOWEST = as priorities permit	<ul style="list-style-type: none">● CRITICAL < 1 day● HIGH = 3 hours● MEDIUM = 1 day● LOW = 2 days● LOWEST = as priorities permit



Priority by Ticket Type

CRITICAL	HIGH	MEDIUM	LOW/LOWEST
<ul style="list-style-type: none"> • System Outage 	<ul style="list-style-type: none"> • 508 • ATLAS or Blackboard Gradebook • Duplicate Enrollments • Exam Content / Function • Exam Engine Error • Survey • Failed Transaction to and from ATLAS or Blackboard 	<ul style="list-style-type: none"> • Remediation Link Corrections • FPD Enrollments • ATLAS Forum • CAC Association / Disassociation • Merging Accounts • Modify Profile • Blackboard – New Accounts 	<ul style="list-style-type: none"> • Course Feedback and Recommendations • Assign CM, CMMR, CA and/or Instructor Roles • Duplicate Emails • Course Content Corrections (depending on criticality of content)

****SPECIAL NOTE FOR BLACKBOARD REQUESTS****

For the following issues, if the class is in progress, the priority is HIGH. Otherwise, it is Medium.

- **Enrollment/Disenrollment Requests**
- **Content Collection Access**
- **Password Reset**
- **Associate Instructor**

Business Rules

- For uncommon issues (or issues that have not been seen before), escalation to the DAU System Owner is required. In general, determine first if the issue is preventing the student or instructor from proceeding in the course. If YES, the priority is CRITICAL or HIGH. If NO, the priority is MEDIUM or LOW.
- General categorization of issues/requests is as follows:
 - System Issue = CRITICAL or HIGH (prevents student or instructor from proceeding in the course)
 - Blackboard Enrollment Issue = MEDIUM (HIGH if class is in progress)
 - Blackboard Escalated Student Issue / Request = MEDIUM (HIGH if class is in progress)
 - Courseware Issue = HIGH or MEDIUM
 - Student Issue/Request = MEDIUM or LOW
 - Instructor Issue/Request = MEDIUM (HIGH if class is in progress)
 - General Info/Feedback = LOWEST
- Receipt notifications are sent via email within 1 business day of receiving an incident or request.
- In all email correspondence, cc: GLTC_Help or BBASSIST as appropriate.
- For all requests entered into the ticketing system (Numara Footprints), provide an incident # in all email correspondence (for tracking purposes).



Supporting Infrastructure

GLTC has implemented supporting infrastructure to ensure that incidents are addressed and resolved appropriately by conducting bi-weekly meetings that include Tier II and Tier III support personnel. During this meeting incidents and requests received into GLTC_Help and BBASSIST are reviewed and prioritization of backlogged tickets is addressed as needed.

Key for ATLAS and Blackboard Workflows



Tier II – ATLAS and Blackboard System Administrators



Tier III – Government System Owners (GSO) (e.g. ATLAS POC, Blackboard POC, ATRRS POC) and/or Government Support Team (e.g. Scheduling, Student Services)



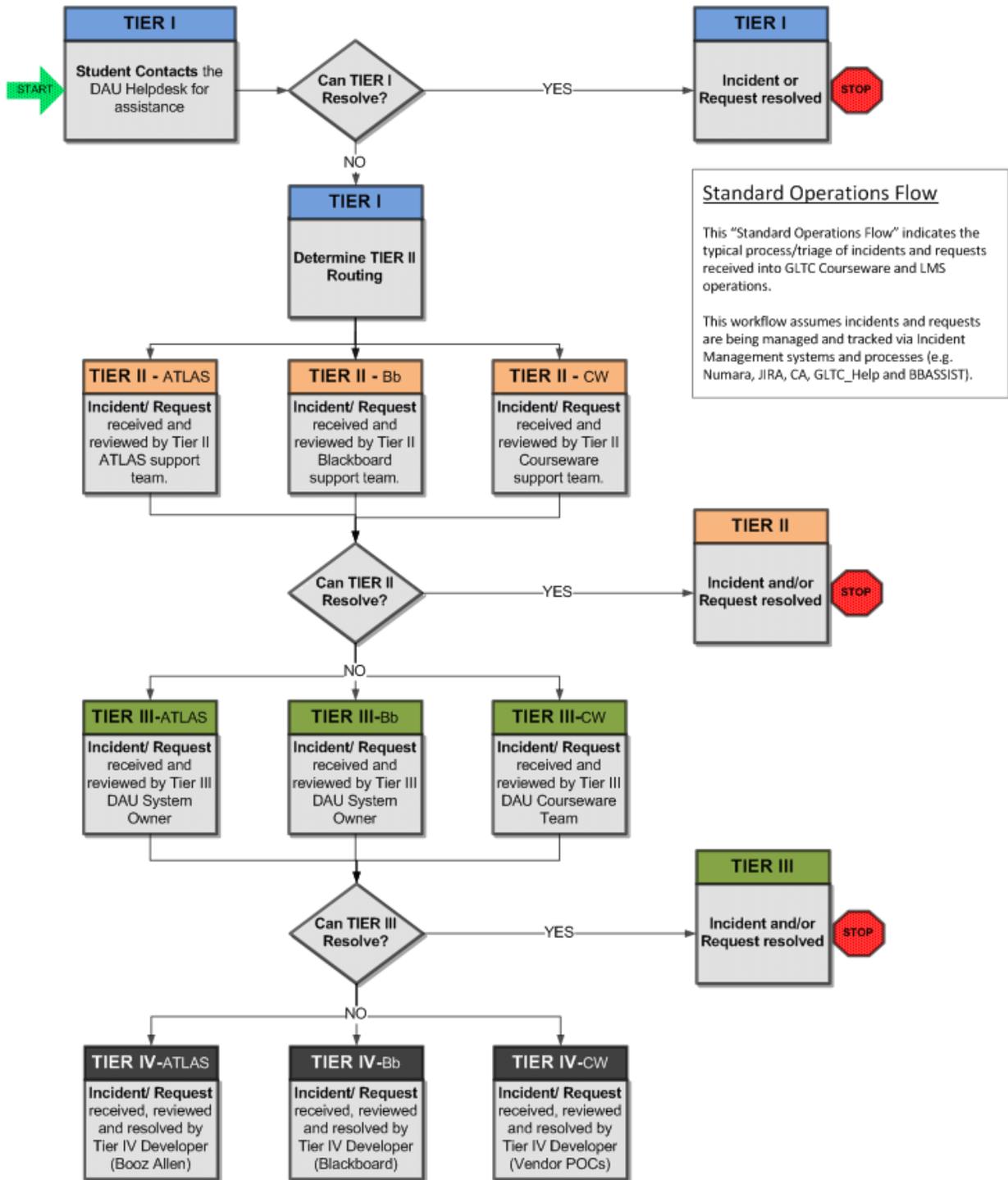
Tier IV – Developer/Vendor (e.g. BAH, Blackboard, Courseware vendors)

***This key does not apply to the GLTC Triage Process Workflow.*

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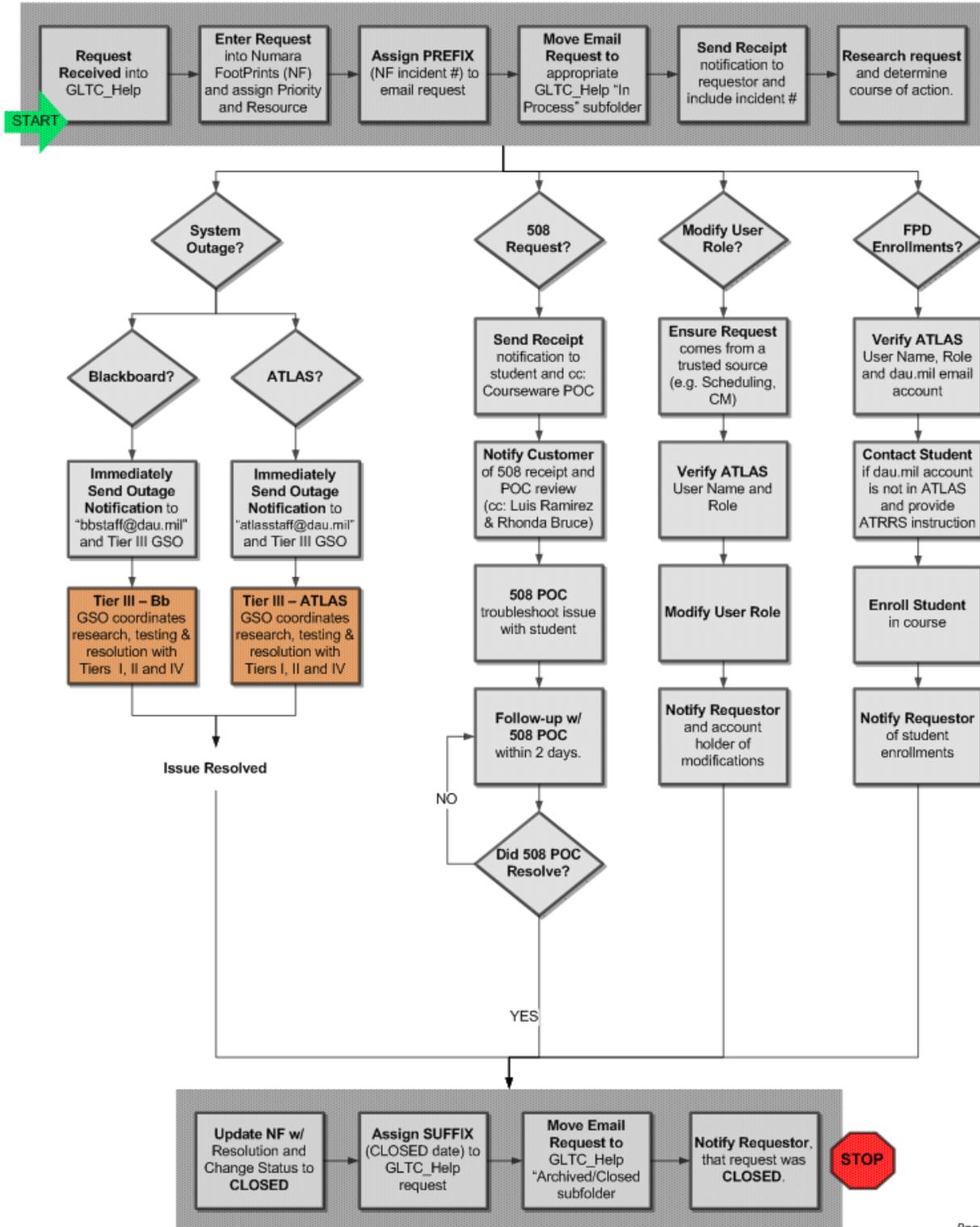
GLTC Triage Workflow (Standard Operations Flow)

[Click here to access the GLTC Triage Workflow Process on Blackboard.>](#)



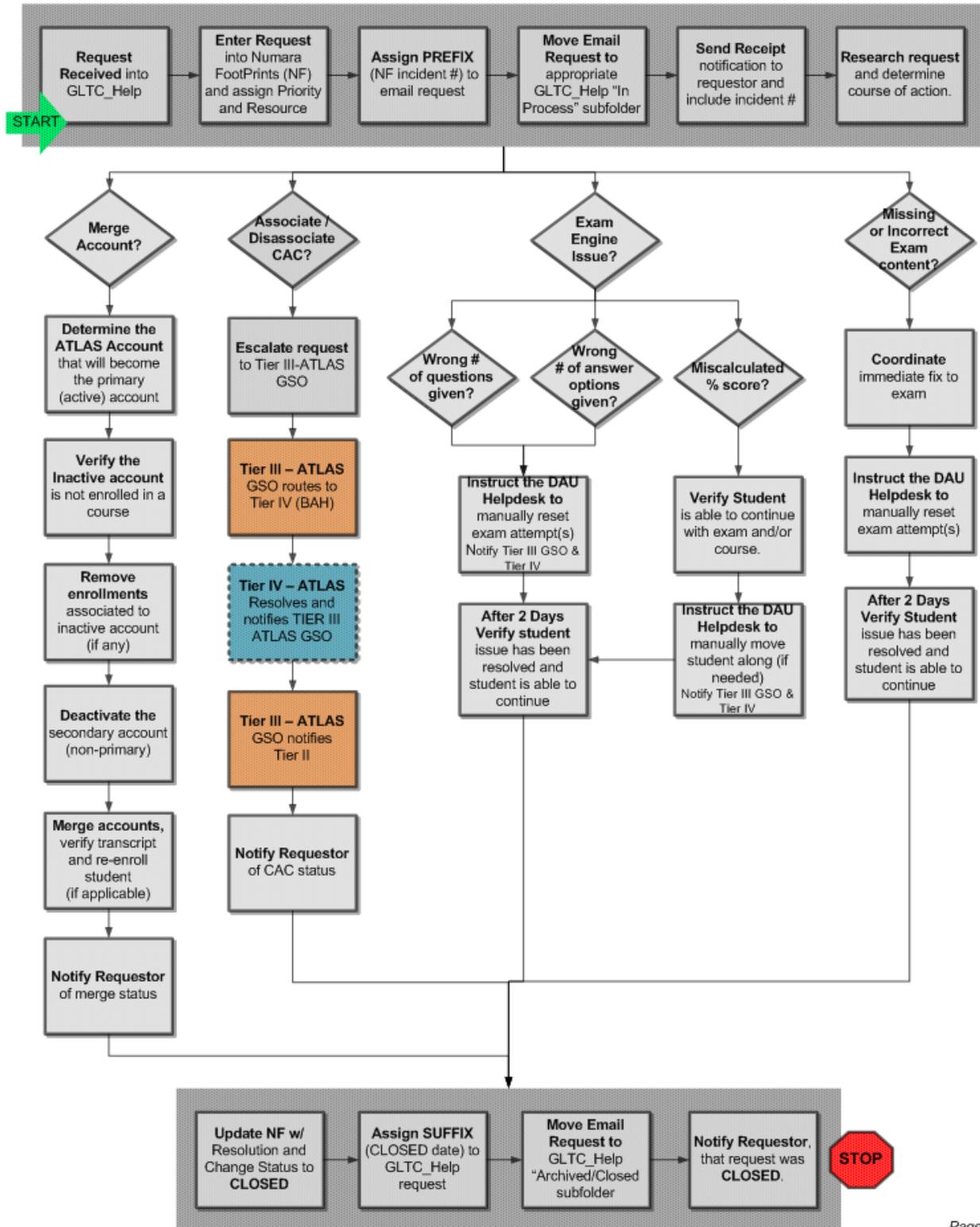
ATLAS Workflows

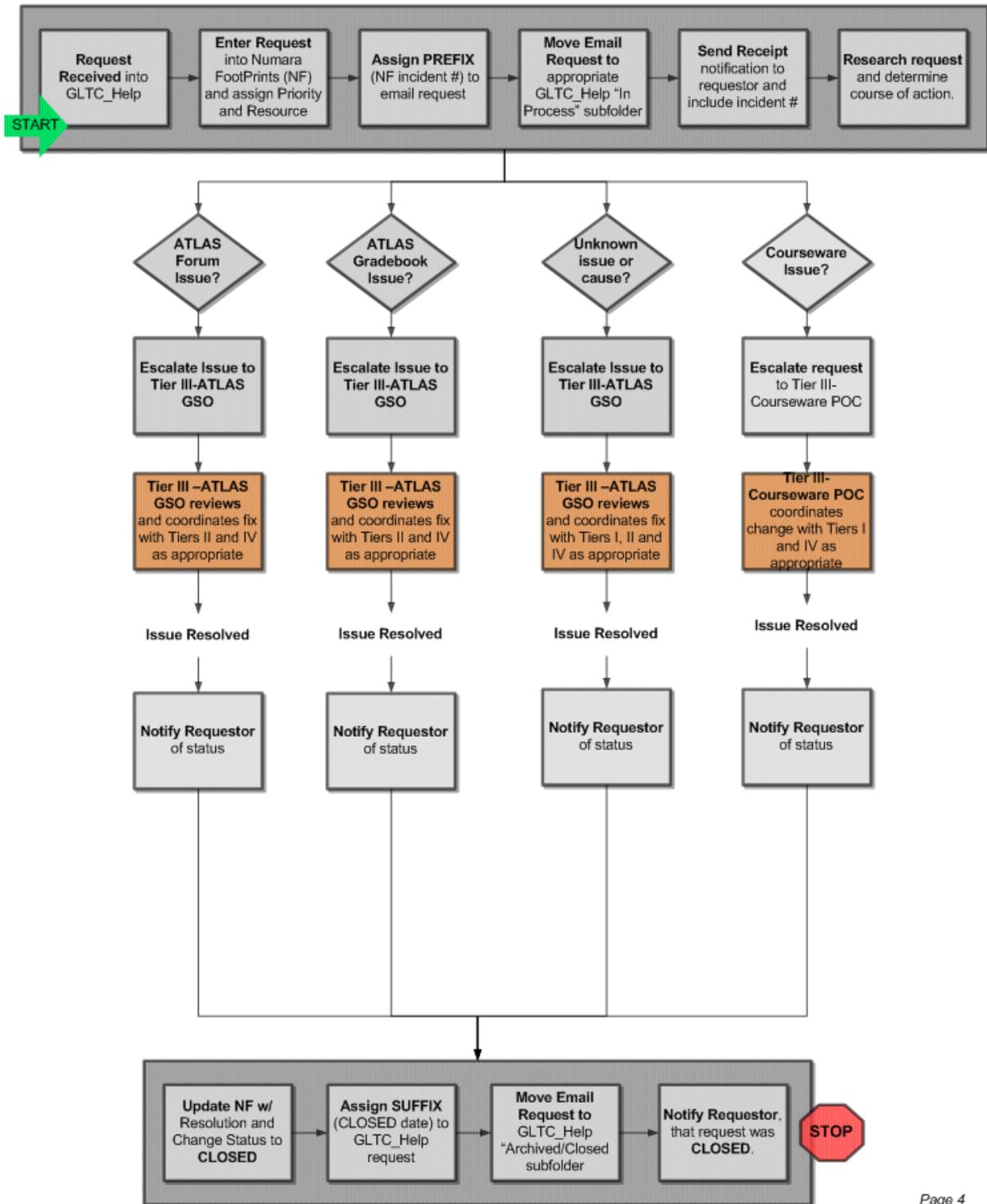
[Click here to access the GLTC Help \(ATLAS\) Workflow Processes. >](#)

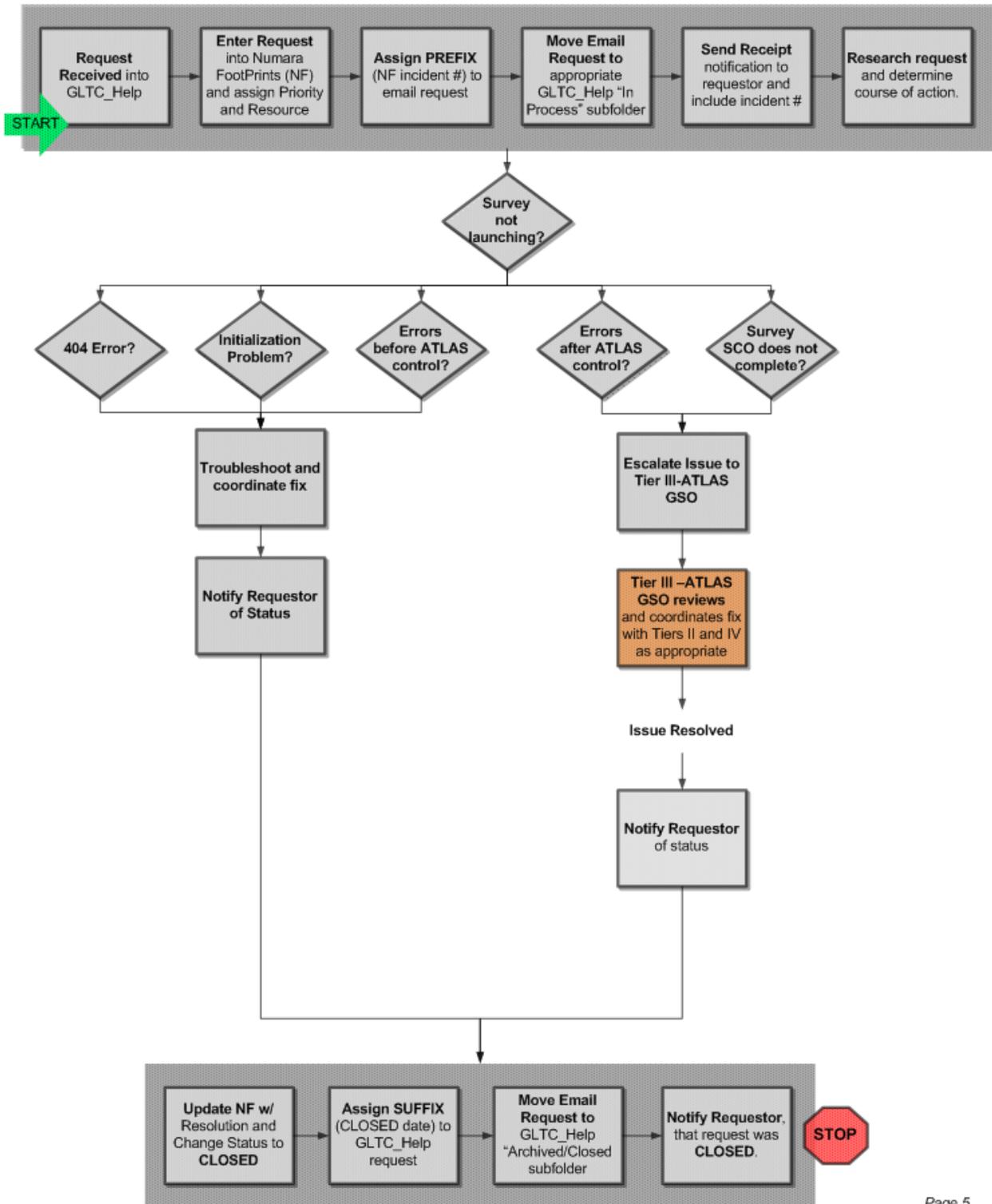




GLTC Incident Management Process Workflows







Blackboard Workflows

[Click here to access the BBASSIST \(Blackboard\) Workflow Processes. >](#)

