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Work Prioritization [1]



May 4, 2023 by jennifer.mortensen [2]

All campus requests for work in Integrated Online Services (IOS) flow through the help ticket [3] . One team member monitors incoming requests throughout the day so we can respond in a timely manner and address any urgent issues that should be escalated.

Typical Turnaround Time Our average turnaround time for general, non-urgent requests is ten business days. However, there are a number of factors that influence turnaround time, such as the nature and complexity of the request and the number of team members who will be involved in a response. Learn more about how we determine turnaround time and prioritize work below.

Once we receive your ticket:

- If the request is **urgent**, we will develop a plan to address it and respond on the same day or within one business day. We will collaborate with you to evaluate the nature of your request and identify any ongoing tasks that can be deprioritized to accommodate the new request, depending on its urgency and importance.
- If the request is **not urgent**, we will respond to you within two business days and add your ticket to the agenda for our next sprint planning session (more on that below).

How is urgency defined? All requests are important, but only some are truly urgent. When we receive a ticket that you have defined as urgent, we'll assess it and determine a response. Typical examples of urgent requests include an outage, a production issue, or a break in services/technology.

Non-Urgent Tickets

All non-urgent tickets will be added to the agenda for our next sprint planning session. When we respond to your initial request, we'll let you know when that session is scheduled to occur.

What is a sprint planning session?

A sprint planning session is a team-wide planning meeting that occurs every two weeks, in which we scope and prioritize work that will occur during the following two weeks. It is the primary venue in which we prioritize incoming requests for work.

Following the sprint planning session, we will update you on the status of your requests and what was/was not prioritized.

- If your request **was prioritized**, we will alert you to the date on which we expect it to be completed.
- If your request **was not prioritized**, it will be added to the agenda for the next sprint planning session.

In addition to sprint planning, we host a team-wide daily stand-up to ensure work is moving appropriately between teams. Any urgent requests will be assessed during stand-up as well.

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