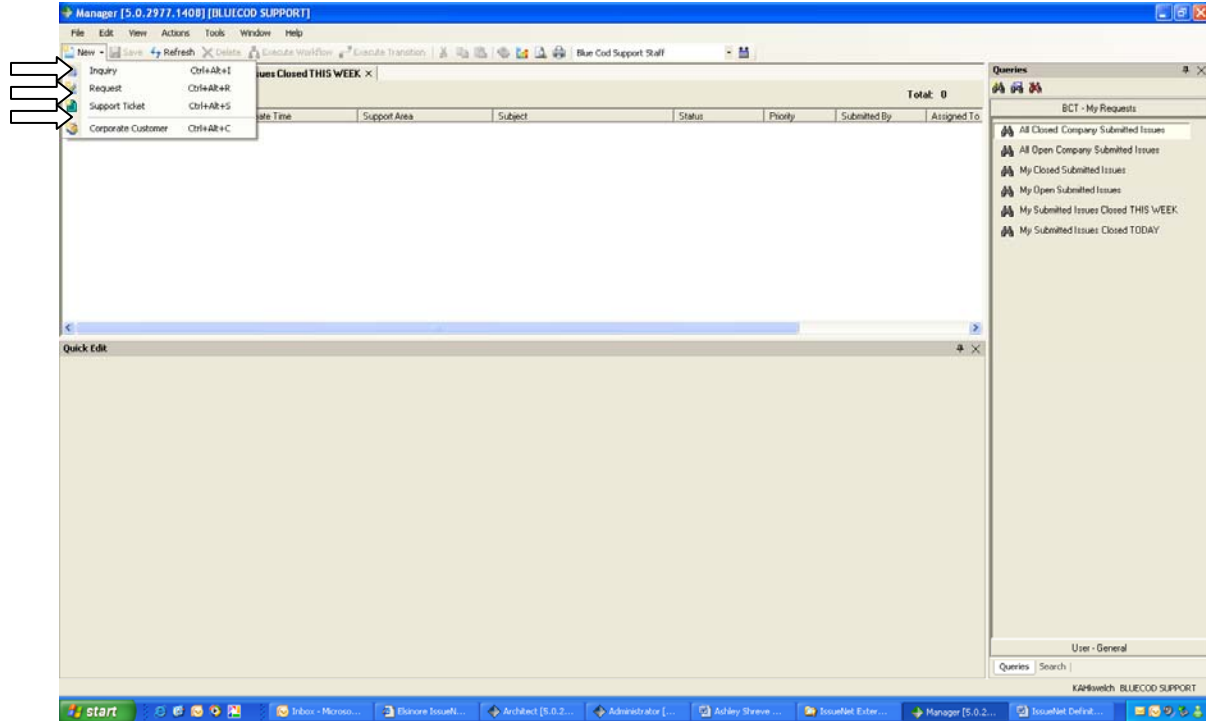


ISSUENET DEFINITIONS

ISSUE TYPES



Inquiry (INQ) - for questions only

(Icon looks like a piece of paper with an "i" in a circle)

Request (REQ) - something that needs to be done in the future

(Icon looks like a piece of paper with a pencil)

Support Ticket (SUP) - issue that needs to be solved because it is impacting business - this type of issue is given top priority

(Icon looks like a blue/teal piece of paper)

PRIORITY:

Low - nice to have

Medium - not impacting my day-to-day work

High - if not fixed soon it could negatively impact my ability to do my job

Urgent - I can't do my job and need immediate assistance

QUERIES:

All Closed Company Submitted Issues - all closed issues submitted by someone in your company

All Open Company Submitted Issues - all open issues submitted by someone in your company

My Closed Submitted Issues - all closed issues submitted by you

My Open Submitted Issues - all open issues submitted by you

My Submitted Issues Closed THIS WEEK - all issues closed this week that were submitted by you

My Submitted Issues Closed TODAY - all issues closed today that were submitted by you

SUPPORT AREA:

The following are just a few examples of the types of issues reported to the various departments within Blue Cod. If you are unsure, please choose 'Other'. (NOTE: Internal support areas can easily transfer an issue to another department if they determine it should be handled elsewhere.)

BOSS - New Phoenix Users, Blue Cod application support, IssueNet

MITIS - Phoenix support, data issues

PMO - Project Management

Technical Services - printing issues, Citrix logon resets

Once a support area is chosen, a Category list will display. Please choose the option to the best of your ability. Like with Support Area, there is an 'Other' option which can be selected.