

# IT Services: Escalation Procedure

## Who to contact

Requesting IT equipment, services and support

Reporting faults, issues or incidents

Urgent and emergency IT issues

New IT systems or services, or planning of large-scale or long-term IT requirements

### Contact the IT Helpdesk

- Call us 24/7: 020 7882 8888
- Visit us: W209, Queens' Building, Mile End
- Office hours: 8am-6pm Mon-Fri
- Email us: [its-helpdesk@qmul.ac.uk](mailto:its-helpdesk@qmul.ac.uk)
- A ticket will be opened and you will be emailed with an Incident or Request number

### Contact your IT Faculty Relationship Manager

You can discuss any requirements with your IT Faculty Relationship Manager via the details found below.

### Check progress and follow up

- You will need your Incident or Request number
- Check the status of your ticket online via <https://helpdesk.qmul.ac.uk>
- OR contact the IT Helpdesk via the contact details above

Resolved?

YES

NO

### Ticket closed

Please complete feedback if requested

**IT Helpdesk Manager:** If your query isn't being answered in time or you are not getting the response you need, please contact Craig Walker, IT Helpdesk Manager, by calling x6960 or emailing [craig.walker@qmul.ac.uk](mailto:craig.walker@qmul.ac.uk). Alternatively, if at any time you're unhappy with the level of service provided please email [its-feedback@qmul.ac.uk](mailto:its-feedback@qmul.ac.uk).

**IT Head of Student and Staff Services:** You can escalate issues to the Head of Student and Staff Services, Henrik Brogger, by calling x5985 or emailing [h.brogger@qmul.ac.uk](mailto:h.brogger@qmul.ac.uk).

**IT Assistant Director, Student and Staff Services:** If you are still not happy with the response you are receiving, please call David Boakes, IT Assistant Director, Student and Staff Services, by calling x5887 or emailing [d.boakes@qmul.ac.uk](mailto:d.boakes@qmul.ac.uk).

**Deputy Director, IT Services:** If you are still unhappy with the response you are receiving, please call Katie Friis, Deputy Director of IT Services, by calling x2467 or emailing [k.friis@qmul.ac.uk](mailto:k.friis@qmul.ac.uk).

## Do you know who your IT Faculty Relationship Manager is?

- Humanities and Social Sciences: Agnieszka Jankowska ([a.jankowska@qmul.ac.uk](mailto:a.jankowska@qmul.ac.uk) or call x7081)
- School of Medicine and Dentistry: Katie Friis ([k.friis@qmul.ac.uk](mailto:k.friis@qmul.ac.uk) or call x2467)
- Science and Engineering: Richard Holford ([r.holford@qmul.ac.uk](mailto:r.holford@qmul.ac.uk) or call x5875)
- Professional Services: TBC

Check the status of IT services and for planned maintenance: <http://status.its.qmul.ac.uk>