

Incident Reporting Process for MacViP Implementation Period

If something in production is not working as expected, the individual identifying the issue should send an e-mail to the Service Desk at uts@mcmaster.ca or call the Service Desk at ext. 24357 as soon as possible. At this point, the information reported will be used to open a HEAT ticket and assign the issue to the appropriate resource for resolution (see Escalation Reference Sheet).

*NOTE: HEAT is an application used by the UTS Service Desk & Associated Support Groups to record, track and monitor technical service issues.