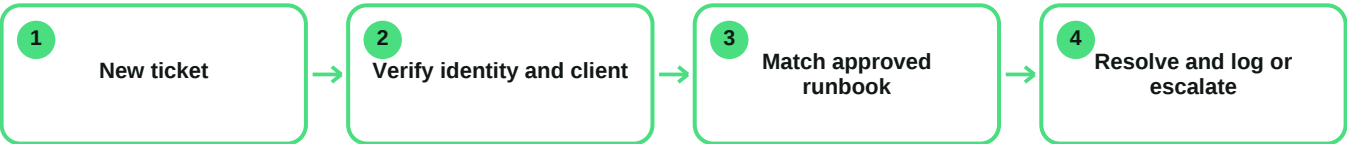


MSP AI Service Desk Readiness Gate

Define the approved ticket scope, identity controls, documentation, escalation, and audit evidence before launch.



Define your operating rules

Initial ticket categories	
Identity verification owner	
Knowledge source of truth	
Human approval boundary	
Escalation queue and owner	
Kill-switch owner	

Decision notes

Readiness checklist

Attach a written rule, owner, or test result to every checked line. A blank answer is a reason to keep that path out of the first launch.

- ☐ Select a narrow first set of frequent tickets with current, deterministic runbooks.
- ☐ For each ticket type, define required evidence, permitted actions, stopping conditions, and escalation triggers.
- ☐ Document identity-verification requirements before any user-specific or privileged action.
- ☐ Map every client to support hours, priority definitions, allowed actions, and escalation contacts.
- ☐ Confirm the source of truth for users, devices, tickets, and knowledge articles.
- ☐ Remove ambiguous, privileged, security-sensitive, and undocumented work from the first launch scope.
- ☐ Use least-privilege access and require human approval for sensitive changes.
- ☐ Require a complete audit record for intake, evidence, actions, decisions, and handoffs.
- ☐ Define the safe response for missing verification, conflicting documentation, failed tools, and unmatched procedures.
- ☐ Test normal resolution, incomplete intake, wrong-client routing, outdated documentation, sensitive requests, and failed tools.

Test scenarios

☐ Normal resolution Result / owner: _____	☐ Incomplete intake Result / owner: _____	☐ Wrong client Result / owner: _____
☐ Outdated article Result / owner: _____	☐ Sensitive request Result / owner: _____	☐ Failed tool Result / owner: _____

Ready to scope the workflow? Book a meeting at <https://techticketai.com/contact>. We will review the operating rules first, then discuss scope and pricing.