

Standard Operating Procedure (SOP)

IT Service Desk – Enterprise Operations

Document Classification: Internal Use Only

Process Owner: IT Operations

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1. Introduction

1.1 Purpose

This Standard Operating Procedure (SOP) defines the processes, roles, responsibilities, and controls governing the operation of the Enterprise IT Service Desk. The objective of this SOP is to ensure consistent, efficient, and high-quality IT support services that align with business requirements and service level commitments.

1.2 Scope

This SOP applies to all IT Service Desk personnel, support engineers, application support teams, infrastructure teams, and third-party vendors involved in providing IT support services to employees and business units.

1.3 Objectives

- Provide a single point of contact for IT-related issues and requests
 - Restore normal service operations as quickly as possible
 - Minimize business impact of IT incidents
 - Ensure transparency, traceability, and auditability of support activities
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2. Service Desk Operating Model

2.1 Support Tiers

The IT Service Desk operates under a multi-tiered support model: - **Level 1 (L1):** Initial contact, issue logging, basic troubleshooting - **Level 2 (L2):** Advanced technical troubleshooting - **Level 3 (L3):** Subject matter experts and engineering teams

2.2 Channels of Support

Employees may contact the Service Desk via:

- Self-service portal
- Email support mailbox
- Chat support (where applicable)
- Phone support for critical incidents

2.3 Operating Hours

The Service Desk operates during defined business hours, with 24/7 on-call support for critical production incidents.

3. Incident Management Process

3.1 Incident Definition

An incident is any unplanned interruption or reduction in the quality of an IT service.

3.2 Incident Logging

All incidents must be logged in the IT Service Management (ITSM) tool with:

- Incident description
- Impacted service
- Business impact
- Priority and urgency

3.3 Incident Categorization and Prioritization

Incidents are categorized and prioritized based on business impact and urgency to ensure appropriate response.

3.4 Incident Resolution

Support teams must follow standard troubleshooting guides and document resolution steps before closure.

4. Major Incident Management

4.1 Major Incident Definition

A major incident is a high-impact incident causing significant business disruption.

4.2 Major Incident Response

- Immediate escalation to L2/L3 teams
- Formation of a bridge call
- Regular stakeholder communication

4.3 Post-Incident Review

A root cause analysis (RCA) must be conducted and documented within defined timelines.

5. Request Fulfillment Process

5.1 Service Requests

Service requests include access requests, software installations, and standard service inquiries.

5.2 Request Approval

Certain requests require managerial or system owner approval prior to fulfillment.

5.3 Fulfillment and Closure

Requests must be fulfilled within agreed SLAs and documented in the ITSM tool.

6. Change and Release Coordination

6.1 Change Types

- Standard changes
- Normal changes
- Emergency changes

6.2 Change Approval Process

All non-standard changes must be reviewed and approved by the Change Advisory Board (CAB).

6.3 Release Management

Changes are bundled into releases and deployed according to approved schedules.

7. Service Level Management

7.1 SLA Definitions

Service Level Agreements define response and resolution targets for incidents and requests.

7.2 SLA Monitoring

SLAs are monitored continuously using dashboards and reports.

7.3 SLA Breach Management

Breaches are reviewed and corrective actions are implemented.

8. Knowledge Management

8.1 Knowledge Base

The Service Desk maintains a centralized knowledge base containing troubleshooting guides and FAQs.

8.2 Knowledge Article Lifecycle

Articles are created, reviewed, approved, and periodically updated.

9. Audit, Compliance, and Reporting

9.1 Audit Requirements

Service Desk processes must comply with internal and external audit requirements.

9.2 Reporting

Regular reports include: - Incident trends - SLA performance - Root cause analysis summaries

10. Roles and Responsibilities

10.1 Service Desk Analyst

Responsible for ticket intake, initial diagnosis, and communication.

10.2 Support Engineers

Responsible for advanced troubleshooting and resolution.

10.3 Service Desk Manager

Responsible for governance, reporting, and continuous improvement.

11. Continuous Improvement

11.1 Metrics and KPIs

KPIs include first-call resolution, mean time to resolution, and customer satisfaction.

11.2 Process Improvement

Process improvements are identified through trend analysis and stakeholder feedback.

12. Document Control and Governance

12.1 Review Cycle

This SOP is reviewed annually or upon significant process changes.

12.2 Version Control

All changes to this SOP must be documented and approved.

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