Organisational Policies & Procedures

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# How Faults Are Reported

**Policy:** All faults are to be reported via the helpdesk, these problems are required to have all relevant information, EG; which device is the problem, which application and any error codes.

## Impact:

* This means that the faults are given the correct prioritization based on how relevant they are to the work flow of the client company. It means problems that are more urgent are handled quicker than those that aren’t.
* Having the correct team sent to fix a problem means that the work will be done faster because the team you send will have more experience with the systems they’re fixing.
* Having a system in place that you can check against and check off faults when completed will make it so that all work is done and all faults are dealt with. It ensures no faults are missed and forgotten about.
* It ensures that no time is wasted and the technician team completes there job in as quick of a time as possible. This helps ensure that the team can complete as many fixes as possible and get fixes done as quick as possible for the client company.

# Security

**Policy:** All data that can be affected by the system you are updating/fixing must have a valid back or be backed up before any work is commenced.

## Impact:

* All data that can be affected by the work you’re doing on a client system will be backed up in-case anything occurs, which results in client data being lost.
* By having to backup data, the work will take longer than it would without doing the backup of the system.
* By only backing up data that can be affected by the work you’re doing, you’re ensuring that, while the work may take longer, it’s still done in as fast a way as possible.
* Costs are kept to a minimum as there is very little chance you’re going to lose client data and thus be charged for loosing client data.
* Slows down the work process as a whole due to the time it may take to create a backup if one isn’t already created by the client.

# Prioritization

**Policy:** All faults must be graded on a scale of 0 – 5 based on the level of urgency to the client company. Faults with a higher level must be dealt with faster than those that have a lower fault level.

## Impact:

* This will help ensure that more urgent problems are dealt with as fast as possible and the technicians aren’t stuck doing a non-relevant problem.
* This is going to make sure that the right technician is assigned to the right tasks, For example if one technician is more experienced you’re going to give him or her the more urgent task.
* It may result in some tasks taking longer to complete because the technicians are working on more urgent tasks however as mentioned above this system will make it so that tasks are labelled with a correct level of urgency and client workflow isn’t effected as much by the technicians actions.

# Service Level Agreements

**Policy:** All work will be carried out to the extent of the SLA.

## Impact:

* This will help ensure that all work is agreed to by the clients.
* It will ensure that the support team have a legal backbone for any work that needs to be carried out, for in the event of the clients trying to take any legal action.
* The technicians will know what they have to do and what they don’t.
* Makes the technicians more efficient as they don’t have to do any work that is not indicated in the SLA, even if more has to be done.
* May make it so that some work is not done as it isn’t stated in the SLA.

# Confidentiality

**Policy:** All client information will not be accessed by any technician without the express permission of the client. This information will not be shared or distributed in any way.

## Impact:

* This ensures that the repair team is doing their job in compliance with the law.
* It gives the technicians a clear understanding of how to treat company data, this helps ensure that none of them accidentally break the law.

# Handling Sensitive Information

**Policy:** Technicians should ensure that client data is treated in a way compliant with the Data Protection Act. No information or area is to be accessed without the express permission from the client.

## Impact:

* This is mainly a legal backbone again for the technicians, there are many legal laws that need to be upheld by the technicians and the company as a whole. This policy ensures that they’re conducting work in a lawful manor.
* May increase work time if an area is needed to be accessed that the technicians have to ask permission to access.

# Time Spent on Calls

**Policy:** Time spent on calls will be restricted to relevant technical support issues only.

## Impact:

* Helps ensure the phones are always free for technical support issues and are not in use for none relevant calls.
* Makes the phone service offered by the technical support team more efficient.

# Forwarding Calls to Colleagues

**Policy:** Calls shall not be forwarded to any other employee of the company. Information should be noted down and should follow the Fault Reported Policy. Information regarding important and private colleague issues that may result in a call needing to take place must be reported beforehand where possible. If a report cannot be given beforehand then a valid explanation for why the colleague had to take the call must be provided to management.

## Impact:

* Ensures that no mix-ups are made and that all issues follow the correct chain.
* Ensures all issues are given the correct Priority.
* Ensures technicians can be assigned to the correct areas.
* Ensures all technicians are available when needed and are not busy with none important issues or any other issue that hasn’t been given the correct priority.
* May result in some issues taking longer to fix due to the lengthy report process compared to simply passing it straight to a colleague.
* Ensures management are fully aware of any issues that may arise for technicians while they’re working and can plan accordingly.

# User Expertise

**Policy:** Clients will only be asked to do tasks that are in compliance with the client expertise level.

## Impact:

* Ensures further problems do not arise as a result of further client incompetence.
* Ensures the technicians can do their work in a professional and uninterrupted manor.
* Ensures the problem is fixed faster as the technician can do everything easier.
* Ensures the correct priority is given to issues where the client doesn’t have a capable understand of how to fix the issues, even if the issues can be fixed over the phone.
* Ensures callouts are only provided in a circumstance where the technician feels the client is not able to fix it themselves via the phone or other medium. Thus making the callout procedure more efficient.

# Educating Users & Educational Costs

**Policy:** Client education will be provided in compliance with client contracts for education level and educational costs in regards to educating clients in system usage.

## Impact:

* Ensures that no client is given education that would result in further cost to the technical support division.
* Makes it so that education can be given as-long as it doesn’t cost anything or is being paid for by the client.
* May make it so that the technicians have to deny a client request to be told how to use certain software he sees the technician using.

# Equipment Replacement

**Policy:** Client equipment will be replaced on a 4 year rotor basis with a replacement being supplied and installed if relevantly out of date. Any equipment needing to be replaced during the 4 years should be done so only to the extent of the SLA with the client.

## Impact:

* Ensures the SLA covers an equipment replacement policy in case an issue arises in which the technical support team have to buy new components.
* Ensures the clients agree to pay for any components that need to be replaced.
* Ensures that equipment is kept in a functioning and up to date manor which will result in less callouts due to hardware malfunction.
* Will help keep costs down and will make the technical support division more cost effective.