

Remote, Offsite Support Engagements

1.0 Overview

The objective of the SOP is to describe when a client contacts you for remote, offsite support, you should collect their contact information, the nature of the problem, and any relevant system information. You should also provide the client with information about your remote support services, such as fees, hours of availability, and how the support process will take place.

2.0 Scope

This SOP is applicable to those providing offsite remote access.

3.0 Procedures:

Establish Remote Connection: Once you have collected the relevant information, you will need to establish a remote connection to the client's system. There are various remote access tools available that can be used for this purpose. Ensure that the client has granted you the necessary permissions and access to their system.

Troubleshooting: Once you have established a remote connection to the client's system, you can begin troubleshooting the issue. Use diagnostic tools and review system logs to identify the root cause of the problem. Communicate with the client throughout the process, and keep them informed of the progress.

Resolution: Once you have identified the root cause of the problem, you can work on resolving the issue. Depending on the nature of the problem, this may involve installing updates, modifying configurations, or repairing or replacing hardware.

Follow-Up: Once the issue has been resolved, follow up with the client to ensure that the system is working correctly. Provide them with any additional instructions or recommendations to prevent similar issues from occurring in the future.

Documentation: Document all remote, offsite support engagements, including the client's contact information, the nature of the problem, the steps taken to resolve the issue, and any recommendations provided. This documentation will help you provide more efficient support in the future.