

Help Desk Services Process Checklist

	RESPONSIBLE	ACTIVITY	COMPLETE
Build tools	PEO	Establish set of standardized mechanisms for routine communications	
Develop schedule	PEO	Develop schedule of routine communications to supply chain stakeholders (system reports, performance memos, status updates, tracking notifications, etc.)	
Create “help desk” capabilities	PEO	Provide centralized point of contact for "customer support" inquiries from facility stakeholders (e.g., call center, hotline, web portal, etc.)	
	PEO	Designate different point of contact for execution- related support requests from SC personnel	
	PEO	Build curriculum and facilitate facility and VISN trainings to improve SC operations	
	VISN Logistics	Maintain a training requirements document that lists future organizational training needs	
Provide help desk support	VISN Logistics	Provide analysis and technical guidance to VHA facilities, VISNs, VA/VHA on VHA logistics operations related matters	