IT Support Engagements/Interactions SOP

Purpose:

This document outlines the SOP for IT support engagements and interactions

Scope:

This SOP applies to all members of the IT department.

Responsibilities:

The IT department at Team Knonsense is responsible for the implementation, maintenance and review of this policy.

Prerequisites:

The IT department at Team Knonsense is responsible for the implementation, maintenance and review of this policy. This will only be done by the IT department, following our set SOP. SOPs

Procedure:

User Support Request:

a. Users submit support requests through designated channels (e.g., email, ticketing system, or phone).

b. Support staff log and categorize the requests in the ticketing system (Spiceworks).

c. Users receive an acknowledgment with a unique ticket number.

Troubleshooting and Resolution:

a. Perform initial troubleshooting and gather relevant information from users.

b. Follow established troubleshooting steps and documentation.

c. Communicate with users, providing regular updates on progress.

d. Escalate complex issues to higher-level support or other teams as required.

d. Document actions taken, solutions provided, and any relevant configuration changes.

Resolution Verification and Closure:

a. Verify with users that the reported issue is resolved to their satisfaction.

b. Close the ticket in the ticketing system, ensuring all necessary documentation is complete.

References:

Ticketing program: https://accounts.spiceworks.com/

Definitions:

Ticketing System: A software application used to log, track, and manage support requests.

Revision History:

5/16/2023 - Dustin Haggett

5/18/2023 - Raphael Chookagian