

# IT Support Engagements/Interactions SOP

## Purpose:

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To ensure efficient and effective support services are delivered to address technical issues and meet user requirements.

## Scope:

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This SOP applies to all members of the IT department.

## Responsibilities:

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- Receive and acknowledge support requests from users promptly.
- Prioritize and categorize support requests based on severity and impact.
- Provide accurate and timely responses to users, keeping them informed about the progress of their requests.
- Diagnose and troubleshoot technical issues following established procedures.
- Escalate complex issues to higher-level support or relevant teams as necessary.
- Document all interactions, actions taken, and solutions provided in the ticketing system.
- Conduct follow-up with users to ensure their issues are resolved satisfactorily.

## Prerequisites:

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- Familiarity with the organization's IT infrastructure, systems, and applications.
- Access to the ticketing system and other necessary tools for tracking and resolving support requests. (<https://accounts.spiceworks.com/>)
- Knowledge of troubleshooting techniques and best practices.

## Procedure:

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### 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.

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## References:

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

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## Definitions:

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

## **Revision History:**

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