**Table of contents**

* Resources ……. Page 1
* Tools used ……. Page 2
* Definitions ……. Page 3
* Mission statement and Goals ……. Page 4
* SLA ….… Page 5
* Customer Survey ……. Page 6
* Tools Used ……. Page 8
* Policies ..…... Page 9
* Customer Processing ……. Page18
* Network Access and Layout ……. Page19
* User/Staff Training Plan .…… Page 20
* Safety Practice .…… Page 21
* Tech Checklist .…… Page 22
* Asset Management .…… Page 23
* OSTicket Manual .…… Page 24
* Step by Step Instructions .…… Page
* Detailed Individual Procedures .…… Page