**Policy and procedure for logging work hours**

In the service desk environment, the method used for ensuring work is being done in the service desk is worklogs. In a worklog (for this company) technicians document tickets they worked on, what work they did on them, and when they did the work. These worklogs are helpful for many different reasons, one being that they can serve as different examples of how a technician may need to be trained better or may need to improve their work ethic.

The tool we will use to complete work logs is Microsoft Excel. There is a template provided that inquires for all the necessary information. This document may need to be lengthened if a copious amount of tickets need to be logged.