

	<b>Technology Services Performance Excellence and Customer Care Center</b>	SOP # PE-CCC2	TS -PE-002
		Revision #	
		Implementation Date	07/01/2014
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SOP Name	Submitting a Service Request		

## Standard Operating Procedure

### 1. Purpose

The purpose of this procedure is to detail the process of submitting a service request.

### 2. Scope

This procedure is intended for customers requesting service from Technology Services.

### 3. Prerequisites

The item or service must be an item that is eligible for service or a service provided by Technology Services.

### 4. Responsibilities

The customer is responsible to make known the need for service.

### 5. Process

Service request can be submitted in multiple forms

#	Step	Responsibility
	<b>Assisted Submission</b>	
1	Contact the Customer Care Center by calling 281.897.4357.	Customer
2	Customer will provide the Customer Care Center technician with information regarding their technology service need.	Customer
3	Customer Care Center technician will create a service request detailing the customer's need.	CCC Analyst
4	Customer Care Center technician will work with the customer to troubleshoot the technology needs.	CCC Analyst
A	If service need is addressed, the Customer Care Center technician will close the service request.	CCC Analyst
B	If the service need is unable to be addressed, the Customer Care Center technician will escalate the service request to the necessary department to address the need.	CCC Analyst
C	Upon completion, the customer will receive an email detailing their submission.	Service Request System

#	Step	Responsibility
	<b>Self Submission</b>	
	<b>While on the district network</b>	
1	Open the Ivanti Launch Pad of your district computer	Customer
2	Select the icon "Technology Service Request Entry"	Customer
3	Login using your network credentials	Customer
4	Click the Service Request entry icon	Customer
5	Complete the submission field detailing the service needs.	Customer
6	Upon completion, the customer will receive an email detailing their submission.	Service Request System
	<b>Using email</b>	
1	Email <a href="mailto:isupport@cfisd.net">isupport@cfisd.net</a>	Customer
2	Document the service need currently experienced.	Customer
3	Include all information regarding the issue being experienced including your room number and contact information.	Customer
4	Upon completion, the customer will receive an email detailing their submission.	Service Request System
	<b>Using my.cfisd.net</b>	
1	Open an Internet browser	Customer
2	Navigate to my.cfisd.net	Customer
3	Login to the website using your network credentials.	Customer
4	Click the iSupport link	Customer
5	Click the "Service Request" icon	Customer
6	Complete the submission field detailing the service needs.	Customer
7	Upon completion, the customer will receive an email detailing their submission.	Service Request System