

	<b>Technology Services Performance Excellence and Customer Care Center</b>	<b>SOP #</b>	TS -PE-003
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<b>SOP Owner</b>	Jennifer Miller	<b>Approval</b>	Jennifer Miller
<b>SOP Name</b>	Assigning Service Requests		

## Standard Operating Procedure

### 1. Purpose

The purpose of this procedure is to detail the process for assigning service requests.

### 2. Scope

This procedure is intended for all submitted service requests.

### 3. Prerequisites

A service request must be entered into the system to be assigned.

### 4. Responsibilities

It is the responsibility of the CCC Analyst and Technician team to assign appropriately.

### 5. Process

#	Step	Responsibility			
1	Service requests submitted through the Customer Care Center(CCC) will be initially addressed by the Customer Care Center technician. Requests needing additional service will be addressed as shown in escalated support.	CCC Analyst			
2	Service requests self-submitted through the iSupport website will be initially assigned to the campus technician to address. Requests needing additional services will be escalated to the Customer Care Center Technician Support team. Requests needing additional services will be addressed as shown in escalated support.	CCC Analyst			
<b>Escalated Support</b>					
1	Service requests self-submitted or submitted with the support of the Customer Care Center will be initially assigned to the Campus Technician requesting equipment repair regarding cameras, desktop computers, registers, keypads, laptop computers, monitors, printers, speakers, tablets, and telephones	Service Request (SR) System			
A	If after the initial review, the item is under warranty it will be assigned to the Vendor.	Campus Technician			
B	If after the initial review, the item is not under warranty, the service technician will address.	Campus Technician			
2	Service requests self-submitted or submitted with the support of the Customer Care Center regarding software installations.	Customer			
A	Initially assigned to the campus technician.	SR System			
B	If additional support is needed, the service request will be assigned to the Customer Care Center Technician Support.	Campus Technician			
C	If additional support is needed, the Customer Care Center Technician Support will assign the service request to the Device Imaging and Integration team.	CCC Analyst			
3	Service Requests needing system support will be assigned according to the chart below:	CCC Analyst			
System Support		Team	System Support		Team
Audio Visual		TSC	Network Storage		NMO
E-mail		NMO	Transportation		DII
Food Service		DII	Video		ECN
Laminator / Poster Printer		TSC	VOIP Telephone		ECN
Network Password		NMO	Wireless		ECN

