

	Technology Services Performance Excellence and Customer Care Center	SOP #	TS -PE-005
		Revision #	
		Implementation Date	07/01/2015
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SOP Owner	Jennifer Miller	Approval	Jennifer Miller
SOP Name	Monitoring Service Requests		

Standard Operating Procedure

1. Purpose

To detail the process of monitoring service requests.

2. Scope

This procedure is intended for the Performance Excellence team to review service requests.

3. Prerequisites

Service requests must be entered and categorized correctly.

4. Purpose

To detail the process of monitoring service requests.

5. Process

#	Step	Responsibility
1	SLA defined service requests are monitored daily.	Performance Excellence
2	Each evening at 5:00pm, a report is generated that reviews all open SLA Defined service requests. Service requests are aged to determine their age and the assigned team responsible for resolution.	Performance Excellence
3	<p>Once aged, service requests are then placed in appropriate tiers according to their age and SLA categorization:</p> <p>Tier 1 – Assignees self monitor their service requests from entry through completion. Upon receipt, assignee will prioritize and address the service request. iSupport views will provide a method to monitor the service requests. CCC will assist with prioritization as needed.</p> <p>Tier 2 – Out of SLA Compliance Notification – Report detailing service requests is emailed to the technology team leader.</p> <p>Tier 3 – Out of SLA Compliance Intervention – Report detailing service requests is emailed to the Performance Excellence Director. Intervention strategies will be discussed with team leaders to arrive at resolution.</p> <p>Tier 4 – Out of SLA Compliance Intervention – Report detailing service requests is emailed to the Chief Technology Officer for review. Additional intervention strategies will be discussed with team leaders via email and weekly meetings.</p>	Performance Excellence

Request Type	SLA	Age in days																				
		0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
1-1 Emergency Service Request	0.5	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
1-2 High/Testing Service Request	1	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
1-3 Instructional Service Request	3	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
1-4 Administrative Service Request	4	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
2-1 Emergency Security Access	0.5	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
2-2 High/Testing Security Access	1	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
2-3 Instructional Security Access	3	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
2-4 Administrative Security Access	4	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
3-1 Emergency Acquisition	1	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
3-2 High Acquisition	2	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
3-3 Instructional Acquisition	3	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
3-4 Administrative Acquisition	4	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
7-1 Inventory Information Query	3	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
7-2 Inventory Audit Process	20	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
7-3 Inventory Submitted Discrepancy	4	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
7-4 Inventory Reconciliation	10	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
7-5 Inventory Equipment Moves - New	2	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
7-6 Inventory Equipment Moves - Existing	3	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20
7-9 Inventory Completion	3	0.5	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15	17	18	19	20

Tier 1	Within Scheduled Timeframe
Tier 2	Out of compliance - identified on overdue report
Tier 3	Out of compliance - identified on overdue report
Tier 4	Out of compliance - identified on overdue report and included on CTO's overdue report