

	Technology Services Performance Excellence and Customer Care Center	SOP #	TS -PE-006
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SOP Owner	Jennifer Miller	Approval	Jennifer Miller
SOP Name	Providing Service		

Standard Operating Procedure

1. Purpose

To detail the process of which teams provide which service.

2. Scope

This procedure is intended for all submitted service requests.

3. Prerequisites

Service requests must be entered with all information so that issues can be assigned appropriately.

4. Responsibilities

This procedure is applicable for all service requests.

5. Process

#	Step	Responsibility
1	Campus technician will evaluate and complete the request if possible, or escalate the call to the Customer Care Center Technician Support team for review.	Campus or Service Technician
2	Customer Care Center Technicians will review the details of the issue and evaluate the underlying cause of the issue.	Customer Care Center team
A	Service requests submitted regarding warranty, repair, and equipment needs are assigned to the Acquisitions, Assets, and Sustainability team.	Service Request Assignee
B	Service Requests submitted regarding password issues, solution review, standardization, and Technician support are assigned to the Customer Care Center team.	Service Request Assignee
C	Service requests submitted regarding hardware images and/or software issues are assigned to the Device Imaging and Integration team.	Service Request Assignee
D	Service requests submitted regarding network connectivity issues regarding voice, video, and data are assigned to the Enterprise Communications Network team.	Service Request Assignee
E	Service requests submitted regarding the student and financial services systems are assigned to the Information Services and Applications team.	Service Request Assignee
F	Service requests submitted regarding the network server, network printer, and email issues are assigned to the Network Management Operations team.	Service Request Assignee
G	Service requests submitted regarding warranty issues are assigned to the Warranty teams.	Service Request Assignee