

	Technology Services Performance Excellence and Customer Care Center	SOP #	TS -PE-007
		Revision #	
		Implementation Date	07/01/2015
Page #	1 of 1	Last Reviewed/Update Date	11/23/2017
SOP Owner	Jennifer Miller	Approval	Jennifer Miller
SOP Name	Completing Service Requests		

Standard Operating Procedure

1. Purpose

Detail the process of completing service requests.

2. Scope

This procedure is intended for all service requests.

3. Prerequisites

Service requests should be completed before beginning the process.

4. Responsibilities

The assignee of each service request is responsible to complete their assigned portion of the service request.

5. Process

#	Step	Responsibility
1	Service request is acknowledged upon receipt.	Assignee
2	Service request is addressable by the assignee.	Assignee
3	If service request is not complete, service request is reassigned until complete.	Assignee
4	Service is performed and documented in the Resolution field in the service request.	Assignee
5	If new information is learned, information is added to the Knowledgebase.	Assignee
6	Service request is closed by the person performing the service.	Assignee