



# Customer Care Center Presents to the ISC Secretaries About Technology Service Request Management

Frankie Jackson participated in the ISC secretaries luncheon on Monday, **April 23, 2018**. Katie Hernandez was part of the team that planned the luncheon. She invited Scottie Stevens to present. He did a fantastic job at giving an overview about our service request process.

Scottie demonstrated iSupport and showed secretaries unique features about how the iSupport works. He also shared our processes for prioritization. He emphasized the importance of including a who, what, when, where, and why to the description. Secretaries were appreciative of all the information he shared!

## ISC Secretaries Luncheon

