

	Technology Services Performance Excellence and Customer Care Center	SOP #	TS -PE-004
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Page #	1 of 1	Last Reviewed/Update Date	11/20/2017
SOP Owner	Jennifer Miller	Approval	Jennifer Miller
SOP Name	Prioritizing Service Requests by SLA		

Standard Operating Procedure

1. Purpose

The purpose of this procedure is to document the prioritization process for all service requests.

2. Scope

This procedure is intended for all service request submissions.

3. Prerequisites

Service requests must be entered into the system and categorized appropriately.

4. Responsibilities

It is the responsibility of the Technology Services team to prioritize service requests appropriately.

5. Process

#	Step	Responsibility
1	Requests will be categorized as shown in the categorization chart. Requests submitted through the Customer Care Center, will be prioritized upon service request entry.	Performance Excellence
2	Requests submitted through the self-service portal or through the email system will be categorized within 2 hours of submission.	Technology Services
3	Campus Technicians and Service Center Technicians can categorize service requests as they review their queue.	Technicians
4	In an effort to ensure service requests are categorized within 2 hours, the Customer Care Center Analysts will review the uncategorized queue every odd numbered hour.	Customer Care Center

1 – Service Request - Hardware / Software Break Fix Items and Procedures

1 – Emergency (4 hours)

Immediate attention required, district-wide system or network completely unavailable with no available alternative. Fiber connection damaged, high priority district-wide application system or network electronics is unavailable.

2 - High/Testing (1 day)

Major system component is unavailable. Work group/campus unable to access network services Required student testing using technology and online component is unavailable. Campus strategic server is unavailable, high- level administrator unable to work, software subsystem is unavailable, instructional lab is unavailable, cafeteria computer outage affecting all POS.

1 – Service Request - Hardware / Software Break Fix Items and Procedures (continued)

3 – Instructional (3 days)

4 – Administrative (4 days)

Requests include: hardware, software, and network issues.

Process: Technicians will acknowledge service requests within 24 hours and resolve or assign to the appropriate Technology Service Team. Includes external vendors using iSupport (Prime, NWN) Items include: computers, laptops, tablets, projectors, phones, printers, cartridges, monitors, scanners, cameras, software. Items listed above are included plus: cash registers, hand-held radios.

5 - Vendor Dependent (No defined SLA)

Issue is awaiting delivery or service by an external vendor that does not use iSupport.

6 - District Dependencies (No defined SLA)

Issue is awaiting information from a district administrator or customer response.

7 - Donated Items (No defined SLA)

Support for donated devices is requested.

8 - Personal Devices (No defined SLA)

Support for personal devices - includes wireless BYOT requests.

2 – Security Access - Network Access Modifications including Internet Access and Passwords

3 – Instructional (3 days)

4 – Administrative (4 days)

Requests include: Additional accounts/Access rights modifications Allow/disallow access to a user Block / unblock websites Resetting passwords. Note - Inappropriate websites will be blocked immediately. Actions include: password resets, dual campus login ability, Home Access Center (HAC) logins/access, Website Evaluation requests, additional network drive requests.

6 - District Dependencies (No defined SLA)

Issue is awaiting information from a district administrator or customer response

8 - Personal Devices (No defined SLA)

Support for personal Devices - includes wireless BYOT requests

3 – Acquisition - Process Technology Acquisition Orders by Procuring Equipment for Customers

1 – Emergency (1 day)

1. Orders and requests for technology equipment received through the service request system. Orders can include bond budget codes and non- bond budget codes.
2. Service requests to deliver new equipment or pickup obsolete equipment (PUDs)
3. Stolen Equipment

2 – High (2 days)

3 – Instructional (3 days)

4 – Administrative (4 days)

Items include: computers, laptops, tablets, projectors, phones, data drops, printers, cartridges, monitors, scanners, cameras, software, stolen equipment, PUDs, bar tags
Items listed above are included plus: cash registers, hand-held radios.

5 - Vendor Dependent (No defined SLA)

Issue is awaiting delivery or service by an external vendor - resolution dependent on external vendor.

6 - District Dependencies (No defined SLA)

Issue is awaiting information from a district administrator, customer response, or theft investigation.

4 – Training - Provide Technology Training to Teachers and Instructional Users

3 – Instructional (No defined SLA)

4 – Administrative (No defined SLA)

Training requests noted and escalated to the Instructional Technology department. Once request is received, Instructional Technology is expected to close and document the service request.

5 – Scheduled Maintenance - Project Tasks: New installations, Application Systems Upgrades, Conversions or Maintenance

3 – Instructional (No defined SLA)

4 – Administrative (No defined SLA)

1. Customer contact for the service request is not available to provide needed information or equipment.
2. Technology Services Team is dependent on a 3rd party vendor to complete the service request.
3. The work is planned as a project with a defined scheduled completion date.
4. Overdue service requests must be worked ahead of the scheduled service requests unless there is supervisor approval.
5. Regular follow-up is still required by the original Technology Services Team assignee, at least once a week, and status update notes be added to the service request.

7 – Inventory - Inventory Maintenance and Updates

0 – Maintenance (2 days)

Basic inventory tasks and requests in Tipweb. Bar tag Requests, Tags with incorrect locations, IT access requests.

1 – Information Query (5 days)

Inventory process questions, information queries, and report requests NDLP and Device Breakdowns.

2 – Audit Process (20 days)

Conducting the Scanning portion of the Official District Technology Audit.

3 – Submitted Discrepancy (4 days)

After performing the Official District Audit, any items that need administrative level intervention to correct are submitted with this designation, with accompanying documentation. Discrepancy Form submitted digitally via iSupport.

4 – Reconciliation (10 days)

Technician will receive a report alerting them of the findings of their Official District Audit. A search for lost items will begin. Follow-up report will be submitted with findings. Discrepancy reports, Property Damage/Loss Reports.

5 – Equipment Moves – New (2 days)

Newly acquired vendor delivery orders moved to initial CFISD location. Transport of items new to the district.

6 – Equipment Moves – Existing (3 days)

Existing item delivery or disposition within CFISD locations. Transport of existing items between district locations.

9 – Completion (3 days)

Completion of all phases of the Official Technology Audit. Service Request creation with Principal Acknowledgment form and final Tag export attached.

8 – Process Related Administrative, Process, CCC Related Issues

9 - CCC Related (As Needed)

Improvement has been noted and plans will be made in a forthcoming manner. Tasks identified and completed as needed. Items include: loaner equipment (computers/phones), call transfers, phone messages.