	<b>Technology Services Customer Care Center</b>	<b>SOP #</b>	TS-PE-01
		<b>Revision #</b>	2
		<b>Implementation Date</b>	4/25/2017
<b>Page #</b>	1 of 4	<b>Last Reviewed/Update Date</b>	4/25/2017
<b>SOP Owner</b>	Jennifer Miller	<b>Approval</b>	4/25/2017
<b>SOP Name</b>	After Hours and Emergency Technology Services Support		

## Standard Operating Procedure

### 1. Purpose

The purpose of this procedure is to document how CFISD customers acquire after hours and emergency Technology Services support.

### 2. Scope


This procedure pertains to any CFISD customer that needs Technology Services after hours or emergency support.

### 3. Prerequisites

None

### 4. Responsibilities

The phone will be carried by the Technology Services leadership team as assigned in weekly leadership team meetings. The leader assigned to carry the phone will be responsible for answering the phone and determining a plan of action or resolution.

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5. Procedure

#	Step	Responsibility
1	<p>The Technology Services leadership team will rotate the designated after hours emergency cell phone each week. The phone number is 832-243.8337 or <i>teacheteer</i>. The cell phone will be exchanged during the Monday T<sup>3</sup> Leadership meeting.</p> <p>The voicemail greeting on the cell phone will be: <i>"You have reached the Cypress Fairbanks ISD after hours and emergency contact phone number. Please leave your name, your title, the campus or school site you work at, a phone number and a detailed message about the type of technology service you need. A technology services representative will get back with you shortly. Thank you!"</i></p> <p>All emergency contact numbers are saved on the emergency cell phone.</p>	Leadership Team
2	<p>The expectation is that the phone will be carried 24 hours a day. When a call or voice mail is received, the call will be managed within 15 minutes. The information about the call will be reviewed and a plan of action will be determined as follows:</p> <ul style="list-style-type: none"> <li>If the call is related to an emergency supported system as defined in the following table, a phone call will be made to the responsible administrator and an email sent to <a href="mailto:isupport@cfisd.net">isupport@cfisd.net</a>. Once a plan of action is set forth, a return call will be made back to the customer. The customer will be kept in the loop of communication until the service need or issue is resolved.</li> <li>If the call is not related to an emergency support system, an e-mail will be sent to <a href="mailto:isupport@cfisd.net">isupport@cfisd.net</a>. The service request will be placed in the queue at the appropriate priority. The responsible administrator will be cc'd on the isupport e-mail. A return call will be made back to the customer, explaining the plan of action.</li> </ul>	Leader Responsible for Carrying the Cell Phone