

Computer & Network

SOP # \_\_\_\_\_

Effective Date: \_\_\_\_\_

Revision: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Approved by: \_\_\_\_\_

Title:

ITTS102 – IT SUPPORT CENTER

Policy:

The Company shall have an IT Support Center, to provide ongoing emergency and non-emergency technology support to all departments and users.

Purpose:

To identify staffing, training, and logistic requirements for an internal service/support center; to provide cost-effective staffing, training, and logistics for an effective support department.

Scope:

This procedure applies, in particular, to the IT Support Center. In general, all departments within the Company have technology needs, including:

Hardware support

- Assistance with installation, usage, upgrades, or failures of all Information Technology related computer and communication equipment;

Software support

- Assistance with technical questions on all operating systems, e-mail, applications, and database software; and

Telecommunications

- Assistance with telephone, voice mail, pager, and all wireless equipment, including all setup, usage, and hardware difficulties.

Therefore this procedure, while not directly applicable to other departments, has a direct impact on the ability of every other department to do business in a manner that satisfies Company and customer requirements.

Responsibilities:

IT Management

is responsible for developing Support Center goals, identifying needs, developing the IT Support Plan, providing resources for the IT Support Center, reviewing Support Center metrics with the Support Center Manager, and recommending changes to the Plan.

The IT Support Center Manager

is responsible for administering the Support Center budget and other recordkeeping, recording and analyzing Support Center metrics and reporting on such metrics and other Support Center activities to IT Management on a regular basis, managing a staff of (in-house or outsourced) Technical Support analysts, recommending improvements to IT Management; and meeting or exceeding user expectations for the Support Center.

Technical Support

is responsible for carrying out the daily operations of the IT Support Center (i.e., delivering user support).

The Technology Review Committee (TRC)

is responsible for reviewing the IT Support Plan, recommending revisions to the Plan, and for final approval of the Plan. The TRC shall consist of IT Management (who shall

chair the Committee) and management of the Company's functional departments or their representatives.

**Definitions:**

Technical Support (or "Tech Support") – Provision of human resource and contract services for the installation, setup, and efficient operation of information technologies; also refers to personnel having responsibility for providing technical support.

Help Desk – Alternate name for technical support services.

**Procedure:****1.0 IT SUPPORT CENTER OVERVIEW**

- 1.1 IT Management shall determine the requirements for the Support Center by reviewing and analyzing such information as:
  - IT industry standards and best practices;
  - Existing Company records – formal and informal – of instances where technical support was required, including descriptions, analyses, actions taken, personnel involved, dates, and outcomes; and
  - ITAD110-2 – USER SATISFACTION SURVEY.
- 1.2 IT Management shall determine if the Company's needs are best met by operating and staffing the Support Center internally or by outsourcing, by Measuring workload history and analyzing for trends and Measuring and comparing the "total value" of each alternative to the Company.
- 1.3 IT Management shall develop an IT Support Plan that integrates the Support Center into ITAD101-1 – INFORMATION TECHNOLOGY PLAN and ensures that the Support Center is accessible to the Company's computer network users. The Support Plan shall include guidelines and procedures for measuring response rates, priority levels, staffing requirements, customer satisfaction, and summary reports. IT Management shall submit the IT Support Plan to the Technology Review Committee for input and approval.
- 1.4 When the IT Support Plan has been approved, IT Management shall secure resources needed to implement the Plan on an ongoing basis, in accordance with ITAD109 – IT OUTSOURCING.

**2.0 IT SUPPORT CENTER OPERATIONS**

- 2.1 Set up and maintain user accounts – As people enter the Company workforce, the Support Center will assign each new employee a unique identity within the Company's computer network and assign certain data and personnel access rights and privileges. Thereafter, the Support Center will ensure that user accounts are current.
- 2.2 User instruction / information – The Support Center should provide information on the Company's network and related services. The Support Center should



ensure that new users are familiar with the current state of the network and the resources that are available by conducting brief introductory seminars and/or providing an introduction to network services in written form, in accordance with ITTS101 – IT TRAINING PLAN. The Support Center should disseminate new and useful information on the computer network to all users as it becomes available or when needed.

- 2.3 Acquire and maintain computer equipment – The Support Center should install, relocate, or remove computer hardware (and related software) to/from the Company's computer network, in accordance with ITAM102 – IT ASSET MANAGEMENT.
- 2.4 Provide software support – The Support Center should install and maintain all applications software users need to perform his/her job efficiently and effectively, ensuring that the latest version is installed, that a site license is available and updates (patches, etc.) are disseminated in a timely and orderly fashion; again, in accordance with ITAM102 – IT ASSET MANAGEMENT.
- 2.5 Ad hoc problem solving – The Support Center operates a “help desk” to assist computer and network users at every level with any computer-related problems they may encounter. The help desk should categorize and prioritize user problems so that Support Center resources are assigned appropriately. The Help Desk contact shall:
- Identify, categorize, and assign an Incident ID or Trouble Ticket number and complete ITTS102-1 – TECH SUPPORT LOG.
  - Attempt to resolve the issue, in accordance with ITTS104 – IT TROUBLESHOOTING. If the issue is resolved in this manner, close the entry in ITTS102-1; otherwise:
    - a. Record **unresolved** user issues/problems on ITSD108-1 – IT INCIDENT REPORT and forward to IT Management for resolution, in accordance with ITSD108 – IT INCIDENT HANDLING.
    - b. Acknowledge receipt of **unresolved** user issues/problems immediately, using ITTS102-2 – SYSTEM TROUBLE REPORT ACKNOWLEDGEMENT, submitting one copy each to the user and to IT Management.
- 2.6 The IT Support Center Manager shall prepare a weekly report based on ITTS102-1 – TECH SUPPORT LOG, listing Trouble Reports that occurred in the last week and categorizing by nature and severity. The weekly report shall be submitted to IT Management, which shall use to help allocate resources and plan the workload accordingly.
- 2.7 Load planning – The Support Center will monitor its activities and regularly report to IT Management. IT Management will analyze Support Center activity data to ensure continued, adequate support resources and adjust the Company's Technology Plan, as needed.

- 2.8 Training plans/goals for tech support personnel – IT Management will ensure that Support Center personnel are adequately trained to perform computer network support duties and that they maintain adequate training and certification levels. (See procedure ITTS101 – IT TRAINING PLAN.)

### 3.0 IT SUPPORT REVIEW

- 3.1 IT Management shall periodically (at least monthly) review Tech Support Logs, user satisfaction surveys, and other sources of information, analyze the data on response times and satisfaction levels, and identify issues and trends. IT Management shall report its findings and observations to the Technology Review Committee. The Technology Review Committee shall review IT Management's findings and observations and possibly make change recommendations.
- 3.2 The Support Center shall be subjected to a periodic audit (once every two years, at a minimum), to verify that the Plan is clear and actionable and continues to meet Company requirements.

#### Additional Resources:

- A. Help Desk Institute, 6385 Corporate Drive, Suite 301, Colorado Springs, CO 80919 (<http://www.thinkhdi.com/>).
- B. Association of Support Professionals, 122 Barnard Av., Watertown, MA 02472-3414 (<http://www.asponline.com>).
- C. ITSW110 – SOFTWARE SUPPORT.
- D. ITSD108 – IT INCIDENT HANDLING.
- E. ITTS104 – IT TROUBLESHOOTING.
- F. ITTS105 – IT USER/STAFF TRAINING PLAN.

#### Revision History:

Revision	Date	Description of changes	Requested By
0	6/11/2008	Initial Release	