

Help Desk Standard Operating Procedure

COMPANY NAME
Street Address
City, State and Zip

website.com

VERSION 0.0.0

DATE: 00/00/00

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DATE	REVISION	DESCRIPTION	APPROVED BY

INTRODUCTION

Describe the purpose of this document and the scope of the help desk.

HELP DESK PROCEDURE

1.0 PURPOSE

Describe the purpose of the help desk and the scope of the help desk.

2.0 SCOPE

2.1 SYSTEMS

2.2 SERVICES

2.3 SUPPORT LEVELS

2.4 SUPPORT HOURS

HELP DESK SYSTEM

Describe the help desk system and the tools used to manage the help desk. This section should describe the help desk system and the tools used to manage the help desk. This section should describe the help desk system and the tools used to manage the help desk.

HELP DESK SUPPORT PROCEDURE

Describe the support procedure and the steps to be followed when a user reports a problem.

HELP DESK SUPPORTING PROCEDURE

Describe the supporting procedure and the steps to be followed when a user reports a problem.

HELP DESK SUPPORTING PROCEDURE

Describe the supporting procedure and the steps to be followed when a user reports a problem.

HELP DESK PROCEDURE

Describe the purpose of the help desk and the scope of the help desk.



HELP DESK PROCEDURE

Describe the purpose of the help desk and the scope of the help desk.

START	Describe the purpose of the help desk and the scope of the help desk.
LOG	Describe the purpose of the help desk and the scope of the help desk.
RECEIVE	Describe the purpose of the help desk and the scope of the help desk.
TRANSFER	Describe the purpose of the help desk and the scope of the help desk.
CLOSE	Describe the purpose of the help desk and the scope of the help desk.

HELP DESK PROCEDURE

Describe the purpose of the help desk and the scope of the help desk.

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HELP DESK PROCEDURE

Describe the purpose of the help desk and the scope of the help desk.

It Help Desk Procedure Manual

Corey Schou, Steven Hernandez

A red circular graphic with a gradient, appearing as a partial circle or a stylized arrow pointing to the right, located to the right of the authors' names.

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






















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