

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

3.0 DEFINITIONS

4.0 REFERENCES

5.0 APPROVAL

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HELP DESK PROCEDURE

Describe the steps to be followed in the help desk procedure. This section should be written in a step-by-step format, using numbered lists and bullet points. It should include all the steps from the initial contact to the final resolution of the issue.

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START	Describe the steps to be followed in the help desk procedure. This section should be written in a step-by-step format, using numbered lists and bullet points. It should include all the steps from the initial contact to the final resolution of the issue.
LOG	Describe the steps to be followed in the help desk procedure. This section should be written in a step-by-step format, using numbered lists and bullet points. It should include all the steps from the initial contact to the final resolution of the issue.
RECEIVE	Describe the steps to be followed in the help desk procedure. This section should be written in a step-by-step format, using numbered lists and bullet points. It should include all the steps from the initial contact to the final resolution of the issue.
DECIDE	Describe the steps to be followed in the help desk procedure. This section should be written in a step-by-step format, using numbered lists and bullet points. It should include all the steps from the initial contact to the final resolution of the issue.
PROCESS	Describe the steps to be followed in the help desk procedure. This section should be written in a step-by-step format, using numbered lists and bullet points. It should include all the steps from the initial contact to the final resolution of the issue.
OUTPUT	Describe the steps to be followed in the help desk procedure. This section should be written in a step-by-step format, using numbered lists and bullet points. It should include all the steps from the initial contact to the final resolution of the issue.
END	Describe the steps to be followed in the help desk procedure. This section should be written in a step-by-step format, using numbered lists and bullet points. It should include all the steps from the initial contact to the final resolution of the issue.

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**University of Pittsburgh. Research
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