

# 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

### 6.0 REVISIONS

## HELP DESK SYSTEM

Describe the help desk system and the scope of the help desk. Include the name of the system, the version, the date, and the location of the system. Also include the name of the system, the version, the date, and the location of the system.

## HELP DESK SYSTEM REQUIREMENTS

Describe the system requirements for the help desk system. Include the name of the system, the version, the date, and the location of the system.

## HELP DESK OPERATING PROCEDURE

Describe the operating procedure for the help desk system. Include the name of the system, the version, the date, and the location of the system.

## HELP DESK MONITORING

Describe the monitoring procedure for the help desk system. Include the name of the system, the version, the date, and the location of the system.

## HELP DESK PROCEDURE

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



## SYSTEM REQUIREMENTS

Describe the system requirements for the help desk system. Include the name of the system, the version, the date, and the location of the system.

NAME	Describe the name of the help desk system. Include the name of the system, the version, the date, and the location of the system.
VERSION	Describe the version of the help desk system. Include the name of the system, the version, the date, and the location of the system.
DATE	Describe the date of the help desk system. Include the name of the system, the version, the date, and the location of the system.
LOCATION	Describe the location of the help desk system. Include the name of the system, the version, the date, and the location of the system.

## DESCRIPTION

Describe the description of the help desk system. Include the name of the system, the version, the date, and the location of the system.

## REVISIONS

Describe the revisions of the help desk system. Include the name of the system, the version, the date, and the location of the system.

# It Help Desk Procedure Manual

**S. Rao Vallabhaneni**



## **IT Help Desk Procedure Manual:**

*How to Manage the IT Help Desk* Noel Bruton, 2012-07-26 Are you overworked unappreciated and under resourced This book understands you and provides years and years of User Support experience packed into one volume The How To book that every IT department needs it will help turn your helpdesk into a company asset How to be successful at probably the most stressful job in IT This book offers tools for measuring productivity and features ten key steps for successful support while User Support successes and failures are revealed in true life case studies This book gives you techniques for Justifying staff and other expenditure Gaining senior management support Getting the users on your side Running a motivated and productive team Designing and managing services and service levels The second edition of this popular book brings updates to several of the author's ideas strategies and techniques with new material on Customer Relationship Management definition and the role of the helpdesk E Support and the Internet Contrasting the Call Center and the Helpdesk first second and third line support Operational Level Agreements Strategies for backlog management Telephone technologies in user support In addition there is A new Template for a Service Level Agreement An Improved cost justification model for the Internal Helpdesk A New cost justification model for the External Helpdesk

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