

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 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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Daniela Niemeyer



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