

Help Desk Standard Operating Procedure

COMPANY NAME
Street Address
City, State and Zip

website.com

VERSION 0.0.0

DATE

OPERATION

DATE	DESCRIPTION	STATUS	REMARKS	DATE

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

2.4 TRAINING

2.5 DOCUMENTATION

2.6 SUPPORT

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HELP DESK SUPPORT PROCEDURE

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HELP DESK SUPPORT PROCEDURE

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START	Describe the purpose of this document and the scope of the help desk.
LOG	Describe the purpose of this document and the scope of the help desk.
RECEIVE	Describe the purpose of this document and the scope of the help desk.
DECIDE	Describe the purpose of this document and the scope of the help desk.
PROCESS	Describe the purpose of this document and the scope of the help desk.
CLOSE	Describe the purpose of this document and the scope of the help desk.
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