

# Help Desk Standard Operating Procedure

COMPANY NAME  
Street Address  
City, State and Zip

website.com

VERSION 0.0.0

DATE

Author Name (Optional)

SLA	Priority	Response Time	Resolution Time	Escalation Time

## Introduction

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

## Help Desk Procedures

### 1.0 Introduction

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

### 2.0 Support Hours

### 3.0 Support Channels

### 4.0 Support Tools

### 5.0 Support Metrics

### 6.0 Support Escalation

## Help Desk Process

Describe the steps involved in the help desk process, from initial contact to resolution. This section should include a flowchart illustrating the process.

## Help Desk Staff Responsibilities

Define the roles and responsibilities of the help desk staff.

## Help Desk Operating Hours

Define the hours of operation for the help desk.

## Help Desk Metrics

Define the metrics used to measure the performance of the help desk.

## Help Desk Procedure

1.0 Introduction



## Help Desk

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

Section	Description
1.0	Introduction
2.0	Support Hours
3.0	Support Channels
4.0	Support Tools
5.0	Support Metrics
6.0	Support Escalation

## Conclusion

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

## Appendix

# It Help Desk Procedure Manual

**Steven M. Bragg**



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

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