

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 RESPONSIBILITIES

4.0 PROCEDURE

5.0 REFERENCES

6.0 APPENDICES

HELP DESK SYSTEM

Describe the help desk system and the scope of the help desk. Include the name of the system, the version number, and the date of the last update. Also include the name of the system administrator and the date of the last update.

HELP DESK SOFTWARE

Describe the software used by the help desk and the scope of the help desk.

HELP DESK OPERATING PROCEDURE

Describe the operating procedure for the help desk and the scope of the help desk.

HELP DESK MONITORING

Describe the monitoring procedure for the help desk and the scope of the help desk.

HELP DESK PROCEDURE

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



SYSTEMS

Describe the systems used by the help desk and the scope of the help desk.

SYSTEM	DESCRIPTION
CRM	Customer Relationship Management System
ERP	Enterprise Resource Planning System
HRM	Human Resource Management System
SCM	Supply Chain Management System

PROCEDURE

Describe the procedure for the help desk and the scope of the help desk.

APPENDIX

Describe the appendix for the help desk and the scope of the help desk.

It Help Desk Procedure Manual

Jeffrey Mochal



IT Help Desk Procedure Manual:

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The Service Desk Handbook - A guide to service desk implementation, management and support Sanjay Nair, 2020-09-15 The Service Desk Handbook A guide to service desk implementation management and support provides operational guidance for implementing managing and supporting service desks in the enterprise It will help service desk teams in adopting ITIL to accomplish their tasks while making the necessary adaptations as per their organisation's needs , *Accounting Policies and Procedures Manual* Steven M. Bragg, 2012-06-19 Now in a fifth edition *Accounting Policies and Procedures Manual* A Blueprint for Running an Effective and Efficient Department is a how to guide on creating an effective and efficient accounting department policies and procedures manual Written by Steven Bragg the foremost authority in accounting and controllership issues the new edition includes A new complimentary Web site providing readers with the foundation for creating or enhancing their accounting department policies and procedures manual More coverage of accounting procedures including inventory billing cash receipts pricing order entry credit collections sales returns capital budgeting cash forecasting payroll and closing the books *Accounting Policies and Procedures Manual* is the tool every accounting department needs to regularize and systematize its procedures to match the best in the industry

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