SOP Reference #: SOP-IT008

Operation/Task:	IT Helpdesk Support			Equipment:	NA
Owner:	Vice President of Technology	Date Prepared: Revision History:	5/10/15 See last page	Department Responsibilities:	IT Support Team

ALERTS (see below):   Critical Step ◆   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This SOP/work instruction documents procedures for helpdesk network support.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	◆	Users can request support using our internal support application, Track-It. The support site allows users to request hardware, software, and technical support through the site. Everyone that works at a workstation computer that needs technical support is encouraged to use the support site, unless it is not possible due to some forms of hardware failure. If it is not possible to fill out a support request, employees may call the Help Desk extension at 5911(763-592-0591) or email itsupport@alwaysenpointe.com.	Once an employee completes the support request information form, an email is then generated and is sent to the IT support staff. Once the request has been reviewed a by the IT dept a preliminary conclusion is made as to the severity of the issue. If the issue is fatal (Meaning the worker cannot so their job via any computing device) the IT response is urgent.	IT is committed to keeping the workforce and computing infrastructure up and running 24 hours a day, 365 days a year. We have an Intranet based helpdesk support tool that allows individuals the ability to communicate their computing issues.

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Lori VanPuyvelde	5/10/15
Rev 2	Added Revision History table	Lori VanPuyvelde	8/1/16
Rev 3	Renamed the task from Network support to IT Helpdesk Support Changed owner from Lori VanPuyVelde to IT Systems Manager Changed Department Responsibilities from All of IT to IT Support Team Removed references to GLS Replaced IT Services phone number and extension with IT Support numbers	Mike Starrett	1/13/21

| Rev 4 | Added IT Support email in Step 1 description | Eric Crichton | 8/30/23 |
| Rev 5 | Updated owner to Vice President of Technology | Mike Starrett | 11/4/24 |