SP3.03.01_002_SOP

manage IT support requests

version and modification control

version	date	reason for modification
1.0	17nov22	approved version
0.1	04oct22	initial draft version

table of contents

1   purpose

This document describes the process of analysing, dispatching and handling a received support request.

The purpose of the support request process is to respond to posed requests in a most efficient way without losing attention for security and validation of the request.

2   scope

2.1 in scope

IT infra and CxO
- a request for a change
- a request for information
- a request for an IT tool

2.2 out of scope

- incidents (part of SOP-manage incidents)

3   normative references

ISO 9001:2015 quality management systems - Requirements
- § 7.1 Resources

4   related documents

doc id	doc name
SP3.03.01_003_SOP	manage incidents
SP3.01.02_004_SOP	IT tool implementation and evaluation plan
SP4.01.01_001_SOP	indirect purchases
SP3.03.02_001_SOP	program change management
SP3.03.02_002_SOP	tooling change management

doc id	doc name
SP3.03.02_003_SOP	tool emergency change management
SP3.03.03_001_SOP	infra emergency change management

5   definitions and abbreviations

5.2 definitions

name	definition
Incident	an unplanned interruption to or quality reduction of an IT service (ref.ITILv3)
ITIL	Information Technology Infrastructure Library, a globally recognized collection of best practices for managing information technology (IT)
IT Tool	hardware of software platform used for the daily business operations
PSA Tool	tool used for ticket management, incl. prioritising, categorising, assigning, follow-up and reporting
Ticket	a registered incident or support request within IT.

5.3 abbreviations

abbreviation	definition
ISO	Information Security Officer
PSA	Professional Services Automation
ITM	IT Manager
SE	System Engineer
TL	Team Lead Systems Team

6   procedure

6.1 process flow
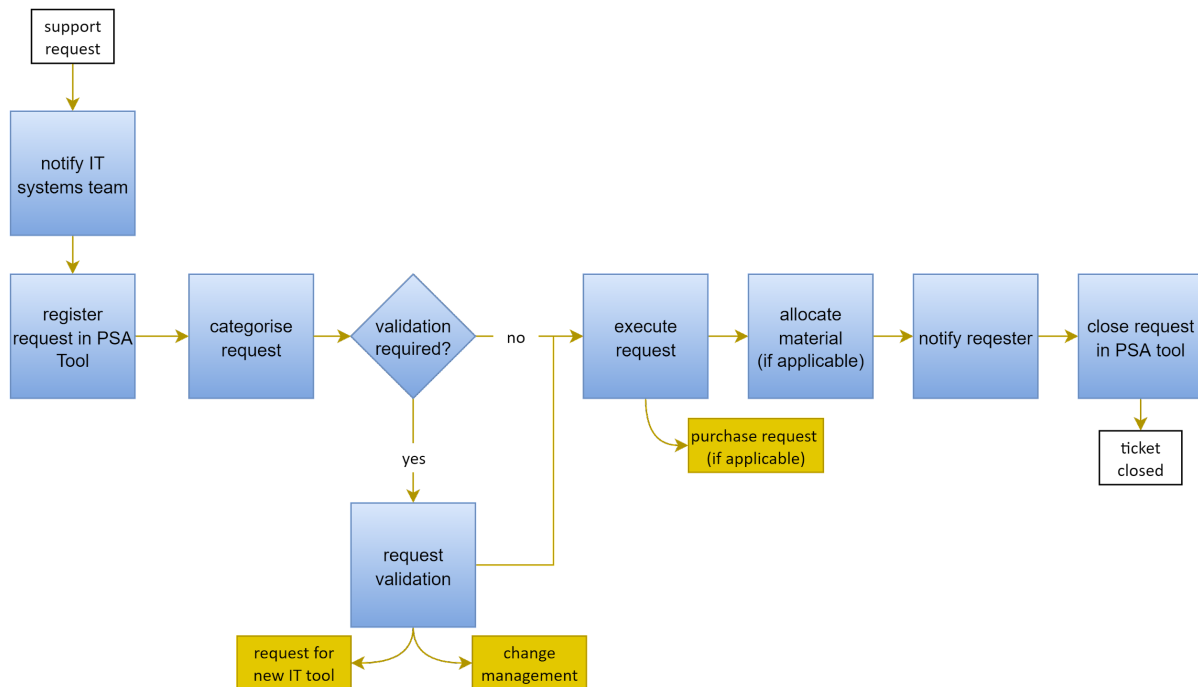
6.2 explanation of the process flow

The process starts with a user's need for IT support. This need can be:

- a request for a change
- a request for information
- a request for an IT tool

The requester notifies the IT systems team. This notification can take place by ticket registration, by email, by phone call or by face to face contact. The system engineer registers the request in the PSA-tool (= ticket) and assigns the correct type (support request) and/or subtype (e.g. "replace old equipment") to the ticket.

If the request is listed in the below validation matrix, the system engineer may only execute the request after validation either by the IT Manager, ISO, HR and/or the N+1 of the

requester. When a request is logged and approval is required, the SE adds the validation check for the ISO and/or ITM to the ticket and adds a visual proof of the N+1 validation.

validation matrix:

type of request	validation needed by
new hardware or licence	N+1 and ITM
logical or physical access change	N+1 and ISO
email signature change	HR
installation of existing tool	N+1 and ISO
request for new IT tool	See SOP - IT tool implementation and evaluation plan
network configuration change	ITM and ISO

- If validation returns explicitly negative, the request is closed and the requester is informed about the denial and its reason.
- If the validation is positive, the request can be executed, logged and closed, if no equipment or new IT tool is involved in the request.
- If the request is evaluated as "change", it is passed on to the (emergency) change management process (see section 4 - related documents)

Upon positive validation and if equipment is needed, either soft- or hardware related, the stock needs to be verified. If stock levels allow delivery of the goods to the requester, the request is executed, logged and closed. If stock levels are not sufficient for the request, a purchase request is raised for approval and ordering (process for purchase request is described in SOP-Indirect Purchases - see section 4 related documents).
If for any reason the purchase request cannot be completed, the support request is closed and the requester gets informed.

At approval of the purchase request, goods are ordered, awaited for, taken into stock and finally allocated to the request's destination. The request can now be closed in the PSA tool with automatic notification to the requester.

6.3 responsibilities (RACI)

activity	responsible	accountable	consulted	informed
notify IT systems team	ausy collaborator	ausy collaborator	-	-
register incident in PSA tool	SE	TL	-	-
categorise request	SE	TL	ITM	-
request validation	SE	TL	N+1 - ISO - ITM	-
execute request	SE	TL	ITM	-
allocate material	SE	TL	-	-
close request in PSA tool	SE	TL	-	ausy collaborator

7   annexes

doc id	doc name
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