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Latest Version:	2.0	Revision Date:	10/30/2015
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Revised By:	Joshua Graves	Review Cycle/Date:	Annually
Reviewed By:	Sunni Bolt	Reviewing Unit:	Project Management Office
Title:	Customer Service Contact Lists Maintenance SOP		
Description:	This document is the operating standard for maintaining the Customer Service Contact Lists.		

Customer Service Contact Lists Maintenance

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this standard is to show OMES IS employees how to access the Customer Service Contact Lists and to show the Customer Relationship Manager staff and the Technical Writer how to update the lists.
2. Scope
 - 2.1. All OMES IS employees at the OMES Data Center have access to the Customer Service Contact List folder, but only the Customer Relationship Manager and the Technical Writer have the authority to edit the lists.
3. Discipline
 - 3.1. Relationship Management Standards
4. Terms and Definitions
 - 4.1. Service owner – The person in charge of providing a service.
5. Instructions
 - 5.1. The customer service contact lists are located at the following location:
J: Drive < Function < ALL ISD < Customer Service Contact Lists
 - 5.2. The customer service lists include the following:
 - 5.2.1. Master Agency List
 - 5.2.1.1. This list includes each agency, its agency number, and other information about each agency, including their number of full time employees, IT budget, consolidation status, Executive Sponsor, Account Executive, IT Strategist, Program Manager, Technical Account Manager (TAM), etc.
 - 5.2.2. Partnering with OMES IS Contacts
 - 5.2.2.1. This customer friendly list is posted online and includes the Executive Sponsor, TAM, IT Strategist, Account Executive, and Program Manager for each agency.
 - 5.2.3. Service Owner List
 - 5.2.3.1. This list includes the services OMES IS provides, the service owner and the service owner’s contact information.

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5.3. Only the Customer Relationship Manager and the Technical Writer have the authority to update the customer service contact lists. If an Executive Sponsor wishes to make a change to one of the lists, they must email either the Technical Writer or the Customer Relationship Manager to make the update.

5.4. In order to make changes to one of the lists, the Technical Writer or Customer Relationship Manager must first open the original Excel spreadsheet, located at:
J: Drive < Function < ALL ISD < Customer Service Contact Lists < Originals

5.5. After making the changes and saving the Excel spreadsheet, the Customer Relationship Manager or Technical Writer saves the spreadsheet as an HTM (or PDF for the Service Owner List), replacing the existing file in the Customer Service Contact Lists folder.

5.5.1. The following five columns exist in both the Master Agency List and the Partnering with OMES IS Contacts List. Changes to one of these five columns should be made in both lists by the Technical Writer or Customer Relationship Manager.

- Executive Sponsor
- TAM
- IT Strategist
- Account Executive
- Program Manager

5.5.2. Whenever there is a change to the Partnering with OMES IS Contacts spreadsheet, the Technical Writer or Customer Relationship Manager must create a CRM Case for Public Affairs to publish the updated **Partnering with OMES IS Contacts** spreadsheet on the CIO page.

6. Roles and Responsibilities

6.1. Customer Relationship Manager or Technical Writer

6.1.1. Updates the Customer Service Contact Lists.

6.1.2. Creates a CRM Case to have Public Affairs publish the Partnering with OMES IS Contacts spreadsheet on the CIO page.

7. References

7.1. Customer Service Contact Lists –

J: Drive < Function < ALL ISD < Customer Service Contact Lists