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<b>Revised By:</b>	Joshua Graves	<b>Review Cycle/Date:</b>	Annually
<b>Reviewed By:</b>	Amy Max	<b>Reviewing Unit:</b>	OMES Service Desk
<b>Title:</b>	Case Elevation Process SOP		
<b>Description:</b>	This document is the operating standard for the case elevation process.		

## Case Elevation Process

### Standard Operating Procedure

#### 1. General Statement of Purpose

1.1. The purpose of this standard is to outline the process of elevating a case.

#### 2. Scope

2.1. This standard is for OMES IS personnel responsible for the restoration of services and for OMES IS personnel involved in the operation and management of the Case Elevation Process.

#### 3. Discipline

3.1. Service Management Standards

#### 4. Terms and Definitions

4.1. Elevated Case – A case with stressed importance, heightened through the chain of command either by automation or customer request.

#### 5. Instructions

##### 5.1. Elevated Cases

5.1.1. To elevate a case, an OMES Service Desk team member, or other appropriate personnel, selects the “Elevate” button of the CRM Case.

5.1.2. Staff will then add a note to the case detailing why the case is elevated.

5.1.3. The Service Owner and Technical Account Manager (TAM) will be added as Interested Parties on the case. If applicable, the Service Desk Manager and Leads, and others, can be added as Interested Parties on the case.

5.1.4. Automatic notification will be sent to all Interested Parties.

#### 6. Roles and Responsibilities

##### 6.1. OMES Service Desk

6.1.1. Elevates a case in CRM and adds a note to the case.

6.1.2. Assigns the Interested Parties.