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<b>Latest Version:</b>	1.1	<b>Revision Date:</b>	04/07/2016
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<b>Revised By:</b>	Fonda Logston	<b>Review Cycle/Date:</b>	Annual
<b>Reviewed By:</b>	Amy Max	<b>Reviewing Unit:</b>	Service Desk
<b>Title:</b>	Service or Application Turnover SOP		
<b>Description:</b>	This document is the operating standard for turning over a new service or application to the OMES Service Desk for support.		

## Service or Application Turnover Standard Operating Procedure

1. General Statement of Purpose
  - 1.1. The purpose of this document is to assist in the smooth handover of a service or application to the OMES Service Desk.
2. Scope
  - 2.1. This procedure covers all services or applications that are to be supported by the OMES Service Desk.
3. Discipline
  - 3.1. Service Management Standards
4. Terms and Definitions
  - 4.1. FAQ – A document that lists all the questions a customer may have about the application or service to be placed on the public website.
  - 4.2. Knowledge Article – A document that describes in detail items that the OMES Service Desk may get a call about. Each item will result in an individual knowledge article.
  - 4.3. Service – A product or service that OMES IS offers to their customer base within the Standard Service Catalog for purchase.
  - 4.4. Application – A software application that is not part of the standard service offering, but is supported by a team within OMES IS.
  - 4.5. Team – A group of individuals that are dedicated to providing support for a service or application. Examples include: PC Support, Education Development, etc.
  - 4.6. Service Owner – The manager of the team that provides the support for the application or service.
5. Instructions
  - 5.1. Complete Service/Application Turnover Document  
The Service Owner will complete the Service/Application Turnover Document along with any knowledge articles at least 7 days prior to the expected turnover to the OMES Service Desk.

Each turnover document will need to have the name/number of the service or the Application Request Number within the PPM Tool. The Service Number is the billing service code number that can be found in the **01.1.4 Standard Processes and Functions** SOP within each team's section. The Application Request Number can be found within the PPM Tool Application Portfolio module.

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5.2. Submit CRM Case

A turnover is requested by submitting a CRM Case. The CRM Case should include, as attachments, the Service Application Turnover Document and all knowledge articles. The CRM Case will be assigned to the Service Desk Manager, who will review the documentation and schedule a meeting with the service owner if needed. The CRM Case will be closed once the turnover has been accepted.

5.3. Update Service Desk Documentation

The CRM Tool will be updated with the information regarding the application or service and the knowledge article information.

5.4. Perform Training for Service Desk Staff

All OMES Service Desk staff will be provided a link to the turnover document and knowledge articles and they will be discussed in the Service Desk Weekly Staff Meetings.

6. Roles and Responsibilities

6.1. Service Owner

- 6.1.1. Creating the Service or Application Turnover Document.
- 6.1.2. Creating the Knowledge Articles.
- 6.1.3. Creating the FAQs.
- 6.1.4. Submitting the CRM Case.

6.2. Knowledge Engineer

- 6.2.1. Updating the CRM Tool with the new service or application.
- 6.2.2. Updating the CRM Tool with the knowledge article information.
- 6.2.3. Updating the keywords spreadsheet.
- 6.2.4. Submitting FAQs for publishing on the public website.

6.3. Service Desk Manager

- 6.3.1. Reviewing and accepting the Service or Application Turnover Document.
- 6.3.2. Reviewing the Service or Application Turnover Document with the OMES Service Desk staff.

7. Attachments

- 7.1. 05.1.1a Service/Application Turnover Document Template