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<b>Latest Version:</b>	1.0	<b>Revision Date:</b>	05/08/14
<b>Effective Date:</b>	07/29/14	<b>Replaces:</b>	NEW
<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>	Contacting the OMES Service Desk SOP		
<b>Description:</b>	This document outlines the steps for contacting the OMES Service Desk.		

## Contacting the OMES Service Desk

### Standard Operating Procedure

1. General Statement of Purpose
  - 1.1. The purpose of this standard is to outline the scope of the OMES Service Desk and how and when they should be contacted for IT services or help.
2. Scope
  - 2.1. This standard applies to OMES IS and its customers.
3. Discipline
  - 3.1. Service Management Standards
4. Instructions
  - 4.1. Requesting IT Services
    - 4.1.1. All IT requests for assistance should be routed to the OMES Service Desk by one of the following methods.
      - 4.1.1.1. Creating a CRM Self Service Case.
      - 4.1.1.2. Calling the OMES Service Desk at 405-521-HELP or 866-521-2444.
      - 4.1.1.3. Emailing [servicedesk@omes.ok.gov](mailto:servicedesk@omes.ok.gov).
    - 4.1.2. If your request is urgent, be sure to call the OMES Service Desk! It is the quickest method for reporting time-sensitive issues or outages.
  - 4.2. IT personnel Level II and up should not be contacted directly to request service or report problems.
  - 4.3. When experiencing a problem with a software application or printer, or your computer does not seem to be working properly, please restart the computer prior to contacting the OMES Service Desk to determine if this resolves the issue.
  - 4.4. It is preferred that only one request is made per email or CRM Self Service Case.
  - 4.5. Please provide the following information when contacting the OMES Service Desk.
    - 4.5.1. Location of device, including building, floor, and cubicle or room number.
    - 4.5.2. Detailed description of problem or service requested.
    - 4.5.3. Exact model name (Ex: HP LaserJet 2400) and Asset ID Number.
    - 4.5.4. Brief description of steps you were taking when the error occurred.
    - 4.5.5. Any error messages received.
    - 4.5.6. The requestor's name and contact information if it's someone other than the person creating the case.
    - 4.5.7. Any interested parties of the case.

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## 5. Roles and Responsibilities

- 5.1. Service Desk Analysts/Technicians – receives and logs all requests for assistance.
- 5.2. Service Desk Manager – has overall responsibility for the OMES Service Desk functions.
- 5.3. Customer – identifies issues and reports them to the OMES Service Desk.

## 6. References

- 6.1. Getting Started with OMES Service Desk brochure