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Latest Version:	2.0	Revision Date:	04/20/2016
Effective Date:	04/20/2016	Replaces:	1.0
Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Enterprise Tech Services Managers	Reviewing Unit:	Service Desk
Title:	Service Owner Pre-Assignment Case Analysis SOP		
Description:	This document is the operating standard for reviewing tickets assigned to pending prior to their assignment to technicians.		

Service Owner Pre-Assignment Case Analysis Standard Operating Procedure

1. General Statement of Purpose

- 1.1 This document shows the steps in reviewing an unassigned case prior to assigning the case to a technician for work to be completed.

2. Scope

- 2.1 This standard applies to all service teams other than the OMES Service Desk.

3. Discipline

- 3.1 Service Management

4. Terms and Definitions

- 4.1 Dispatcher – The role of an employee who analyzes and assigns an unassigned case on behalf of a service team.

5. Dispatcher's instructions for reviewing an unassigned case prior to assigning the case to a Technician:

5.1. Incident

- 5.1.1. Determine if we support the agency or if we provide the requested service. If No, put the case in the Service Desk unassigned on CRM and be sure to add a note to the case. Also, email the Service Desk Leads to alert them of the error.
- 5.1.2. Perform Initial Analysis on the case:
Determine when the customer requested assistance and if the customer is a VIP. This information is used to prioritize cases during the assignment process.

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5.1.3. Determine if there are multiple cases or tasks needed. If additional cases are needed, return the case to the Service Desk unassigned with a note asking them to create separate cases. Also, email the Service Desk Leads to alert them of the error. If additional tasks are needed, create the necessary tasks and assign them to the appropriate service teams.

5.1.4. Determine if the case is a duplicate.

5.1.4.1. If there are multiple cases from one person on the same subject, relate the duplicates to the original case and close the duplicates.

5.1.4.2. If there are multiple cases from many people with the same problem, notify your supervisor. There may be a trend or system problem in need of having a Parent Case created.

5.1.5. Proceed to assigning the case to the Appropriate Technician. Refer to standard **05.2.2 Service Owner Case Assignment**.

5.2. Service Request

5.2.1. Desktop Hardware

5.2.1.1. For a Desktop hardware request, assign it to IS-Asset Team for a quote or available inventory.

5.2.2. Desktop Software

5.2.2.1. The process for Desktop software requests is located in the **09.3.2 Requesting PC Software Installation** Standard Operating Procedure.

5.2.3. All Other Requests

5.2.3.1. Assign the case to the appropriate Technician. Refer to standard **05.2.2 Service Owner Case Assignment**.

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6. Roles and Responsibilities

- 6.1. Dispatcher – It is the responsibility of the Dispatcher to progress through the necessary steps to assign the case.
- 6.2. Service Owner - Will identify a Dispatcher that will be responsible for following this operating standard.

7. Limitation or Implementation Notes

- 7.1. In order to assign a case, the service dispatcher will need access to CRM.
- 7.2. Desktop Support will require access to the Altiris Asset Management System.

8. References

- 8.1. Dispatcher User Guide - located at: **J: Drive < Function < ISD Operating Standards** and on the OMES IS Process Library in Eclipse.
- 8.2. Case Analysis Flow Chart - located at: **J: Drive < Function < ISD Operating Standards** and on the OMES IS Process Library in Eclipse.