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<b>Revised By:</b>	Carrie Randolph	<b>Review Cycle/Date:</b>	Annual
<b>Reviewed By:</b>	Sunni Bolt	<b>Reviewing Unit:</b>	Client Experience
<b>Title:</b>	Conference Support Requests SOP		
<b>Description:</b>	This document is the operating standard for conference support requests.		

## Conference Support Requests

### Standard Operating Procedure

1. General Statement of Purpose
  - 1.1. The purpose of this document is to show the steps in providing on-site or off-site technical support for a state agency that is hosting a conference and receiving information technology services from OMES.
2. Scope
  - 2.1. This document applies to all service group providers involved in conference support requests.
3. Discipline
  - 3.1. Customer Request Standards
4. Instructions
  - 4.1. When a customer creates a conference support request case, the Service Desk assigns the case to the IS-Customer Service team, who then assigns the case to the related agency's Technical Account Manager (TAM) or delegate.
    - 4.1.1. Customers should notify OMES-IS at least 10 business days in advance of their conferencing needs if the conference will be held on the agency's premises.
    - 4.1.2. Customers should notify OMES-IS at least 90 days in advance if the conference will be held off-site.
  - 4.2. When the TAM receives the case, they perform initial analysis to determine what information has already been provided and if any additional information is needed.
    - 4.2.1. The TAM may gather additional information from the customer including, but not limited to the following:
      - Dates/times/locations of expected support
      - Necessary travel arrangements
      - Dates and times of expected travel
      - Hardware needed
      - Specific tasks expected of the technician
  - 4.3. The TAM creates any necessary tasks for the appropriate teams.
  - 4.4. The TAM then serves as the liaison between the service teams and the customers.

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## 5. Roles and Responsibilities

- 5.1. Technical Account Manager (TAM)
  - 5.1.1. Performs initial analysis to determine what information has been provided and if any additional information is needed.
  - 5.1.2. Creates tasks for service teams.
  - 5.1.3. Serves as the liaison between the service teams and the customers.
- 5.2. OMES Service Desk
  - 5.2.1. Assigns conference support request cases to the IS-Customer Service team.