WORK ORDER PROCEDURE
(TCH-P004)
Clarksville-Montgomery County School System

1.0 SCOPE:

    1.1 This procedure outlines the steps taken when a work order is received online.

2.0 RESPONSIBILITY:

    2.1 Technology Department

3.0 APPROVAL AUTHORITY:

    3.1 Chief Technology Officer (CTO)

4.0 DEFINITIONS:

    4.1 Customer: Anyone that uses computer equipment or accessories provided by Clarksville-Montgomery County School System.

5.0 PROCEDURE:

    5.1 Customer enters work order online for technology related issue.

    5.2 Desktop Support Technician reviews and prioritizes work orders.

    5.3 Desktop Support Technician gathers necessary equipment and travels to site if necessary.

    5.4 Desktop Support Technician assesses customer's computer equipment or software to confirm or diagnose the problem.

    5.5 Desktop Support Technician escalates the work order to the appropriate parties if necessary, e.g. Sys Admin, Programmers, Repair Shop, Contracted Services, network engineers, etc.

    5.6 comments are added by involved technology personnel to the work order to notify the customer of any updates during the resolution process and other technology personnel of troubleshooting steps that have been completed.

        5.6.1 Technician or appropriate parties resolve the issue and close the work order. Customer is automatically notified via email and online of the resolution.

6.0 ASSOCIATED DOCUMENTS:

    6.1 Work Order (computer-generated)

7.0 RECORD RETENTION TABLE:

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Identification	**Storage**	**Retention**	**Disposition**	**Protection**
Work Order	Electronic	Perpetual	Delete	Electronic Back-up

8.0 REVISION HISTORY:

Date:	Rev.	Description of Revision:
11/13/03		Initial Release
10/30/08	A	Add logo, update Approval Authority Title, expand 4.1 to include equipment and accessories, no revisions to procedure
1/6/16	B	Updated job titles. 7.0 changed protection from weekly backup to daily/nightly backup. Updated logo.
2/6/17	C	Changed user to customer throughout. Updated 5.1- 5.6.3. Updated associated documents. Removed flowchart.
3/16/23	D	Removed technician from the definitions. Changed Technician to Desktop Support Technician throughout. Combined 5.7 and 5.7.1

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