

Standard Operating Procedures (SOP) for:			
<b>IT Malfunction Reporting</b>			
SOP Number:	<b>DG06</b>	Version Number:	<b>1.1</b>
Effective Date:	<b>15 July 2014</b>	Review Date:	<b>05/05/2015</b>

Author:	<b>William Mordaunt, IT Services Project Manager</b>
Reviewer:	<b>Kathy Whelan, Service Desk 04/04/2014</b>

Authorisation:	
Name / Position	<b>Chris Day, Director of IT Services</b>
Signature	<b>C Day</b>
Date	<b>15 July 2014</b>

Accountability:	
Position	Line Managers
Responsibility:	
Position	IT Services Help Desk Manager

Revision History			
Version	Description	Author	Date
1	Initial version.	William Mordaunt	19/04/2010
1.1	1 <sup>st</sup> Review- Changes made to ITS contact details	Kathy Whelan	02/04/2014

Purpose and Objective:	
To ensure that faults are logged and analysed and that appropriate action is taken.	

SOP Text
----------

	Responsibility	Activity
1.	IT Services	Faults, incidents, or problems with information processing or communications systems may be detected by users or by system monitoring. IT Services staff shall log in the help desk management system faults detected through system monitoring.
2.	All IT System Users	Users shall report faults, incidents, or problems either by contacting the IT Services Help Desk by telephone 020 7882 8888 or by sending an e-mail to <a href="mailto:its-helpdesk@qmul.ac.uk">its-helpdesk@qmul.ac.uk</a> Or via the self-service portal: <a href="http://helpdesk.its.qmul.ac.uk">helpdesk.its.qmul.ac.uk</a>
3.	IT Services Help Desk Team Leaders	The IT Services Help Desk shall record reported faults using the help desk management system, allocating them a unique reference number.
4.	IT Services Help Desk Team Leaders	The IT Services Help Desk shall attempt to resolve problems at the time of reporting. If the problem cannot be immediately resolved then users shall be advised of the reference number relating to the fault.

5.	IT Services Help Desk Team Leaders	Help Desk staff shall regularly review the reported faults and either resolve them or assign them to the teams best suited to deal with the issues.
6.	IT Services Help Desk Team Leaders	Help Desk or other IT Services staff shall notify appropriate users when a reported fault has been resolved. In the event that the resolution of a fault takes an extended period, then the Help Desk or IT Services shall periodically provide updates on progress to the appropriate users.
7.	IT Services Help Desk Manager	The Help Desk manager shall regularly review reported faults to determine that faults have been satisfactorily resolved, or that solutions are being progressed, within required timescales.
8.	IT Services Help Desk Manager	The Help Desk manager shall review corrective measures to ensure that information security controls have not been compromised and that action taken is fully authorised and not in breach of any relevant College SOPs.