

SERVICE CALLS 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 in the Computer Repair Shop.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Repair Technicians

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Technology Officer (CTO)

4.0 DEFINITIONS:

- 4.1 User: Anyone that uses computer equipment and accessories provided by Clarksville-Montgomery School System.

5.0 PROCEDURE:

- 5.1 Repair technician reviews and prioritizes work orders.
- 5.2 Repair technician gathers needed equipment and travels to site.
- 5.3 An analysis is performed to confirm or diagnose the problem.
- 5.4 Repair technician repairs on site or brings equipment back to technology repair shop for in-depth repair.
 - 5.4.1 Repair technician orders any necessary parts to complete repair.
 - 5.4.2 Repair technician notifies user if there will be a delay because of ordering parts.
- 5.5 Repair technician repairs and tests equipment:
 - 5.5.1 If equipment is working user is notified of operational readiness and equipment is delivered to site.
 - 5.5.2 If equipment is not working the process is repeated.
 - 5.5.3 If equipment cannot be repaired, equipment is replaced.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Work Order (on-line)

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Work Order	Electronically	Perpetual	N/A	Weekly Backup

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8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
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

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

***** End of procedure *****

