

Computing and Communications Process Team

Business Process Name	Support Services (Webtask Request: Desktop/Laptop)
Who Performs/Owner	Support Services/Office of Computing & Communications
Criteria	Receiving Webtask Request
Business Objectives	To solve the Webtask Request in a timely and efficient manner.
Inputs/Data entered/How and who initiates?	-Assigned Personnel -Assigned Computer Technician -Requester
Outputs/Information or Reports generated	Webtask Request is viewable for the Assigned Computer Technician.
Prep Needed before completing task/What has to be done prior to performing the business process?	-Contacting of the requester for availability. -Gathering of , if applicable, tools/resources (hardware/software/Network team/System team)
Process begins/What is the starting point?	Webtask Request submitted.
Process ends/What is the ending point?	Completion comments from the assigned Computer Technician.
Affected Offices	Network, Systems
Volume/Frequency	-7 days a week. -24 hours a day.
Steps in Completing the Business Process	<ol style="list-style-type: none"> 1. Assigned Personnel Logs into Webtask. 2. Assigned Personnel checks to make sure that all required¹ information is in the request. <ol style="list-style-type: none"> a. If all required information is in the request, then: <ol style="list-style-type: none"> i. Assigned Personnel assigns request to the Support Services Manager. b. If all required information is NOT in the request, then: <ol style="list-style-type: none"> i. Assigned personnel contacts requester and collect all required information and input it into the comment section. ii. Assigned personnel assigns request to the Support Services Manager. 3. Support Services Manager assigns request to appropriate Computer Technician or him/herself.

¹ Required = eNumber, Building, Room/Office Number, Department Name, Contact person's full name, Telephone Number, and other (**LAB: including required and row and terminal number**); (**Department with special software, please indicate**).

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	<ol style="list-style-type: none"> 4. Assigned Computer Technician views his/her request. 5. Assigned Computer Technician makes contact with the requester for availability. 6. Assigned Computer Technician, if applicable, gathers tools/resources (hardware/software/Network team/System team) that he/she needs to solve the request. 7. After assigned Computer Technician has completed the request, he/she comments that request has been done. 8. Assigned Computer Technician sends to "Pending Review" status. 9. Assigned Personnel closes the request out and change the status to "Finalize".
Timeline/Dates tasks performed	<ul style="list-style-type: none"> -Contact made in the first 24 hours of time request was created. -Daily-7 days a week and 24 hours a day.
Issues or questions to resolve	<ul style="list-style-type: none"> -Generate a signature sheet for requester.
Improvements to be made	<ul style="list-style-type: none"> -Accurate requester's information that is currently in Weblink. -Make the things in the footnote be required fields when the end-user submits Weblink Requests.
Things needed from the system (Reports)	