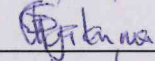


INTERNAL CUSTOMERS SUPPORT SOP

Title:		Standard Operating Procedure for Internal Customers Support	
SOP no:	ERB/ICT/SOP/002	Effective date:	05/10/2024
Version:	00	User:	ICT Unit
Written by:	ICT Officer	Signature:	
		Date:	5/10/2024
Checked by:	QMS Consultant	Signature:	
		Date:	05/10/2024
Approved by:	ICT Head	Signature:	
		Date:	5/10/2024

1.0 PURPOSE

This purpose of this procedure is to illustrate the entire process of External Customers support. It ensures consistency, continual suitability and effectiveness of the External Customers support process.

2.0 RESPONSIBILITY

The ICT Manager has overall responsibilities of implementation of this procedure within ERB,

3.0 AUTHORITY

Enforcement Director has the overall authorities for implementation of this procedure, this includes creation, amendment and review of this document.

4.0 DESCRIPTION FOR EXTERNAL CUSTOMERS SUPPORT PROCEDURE:

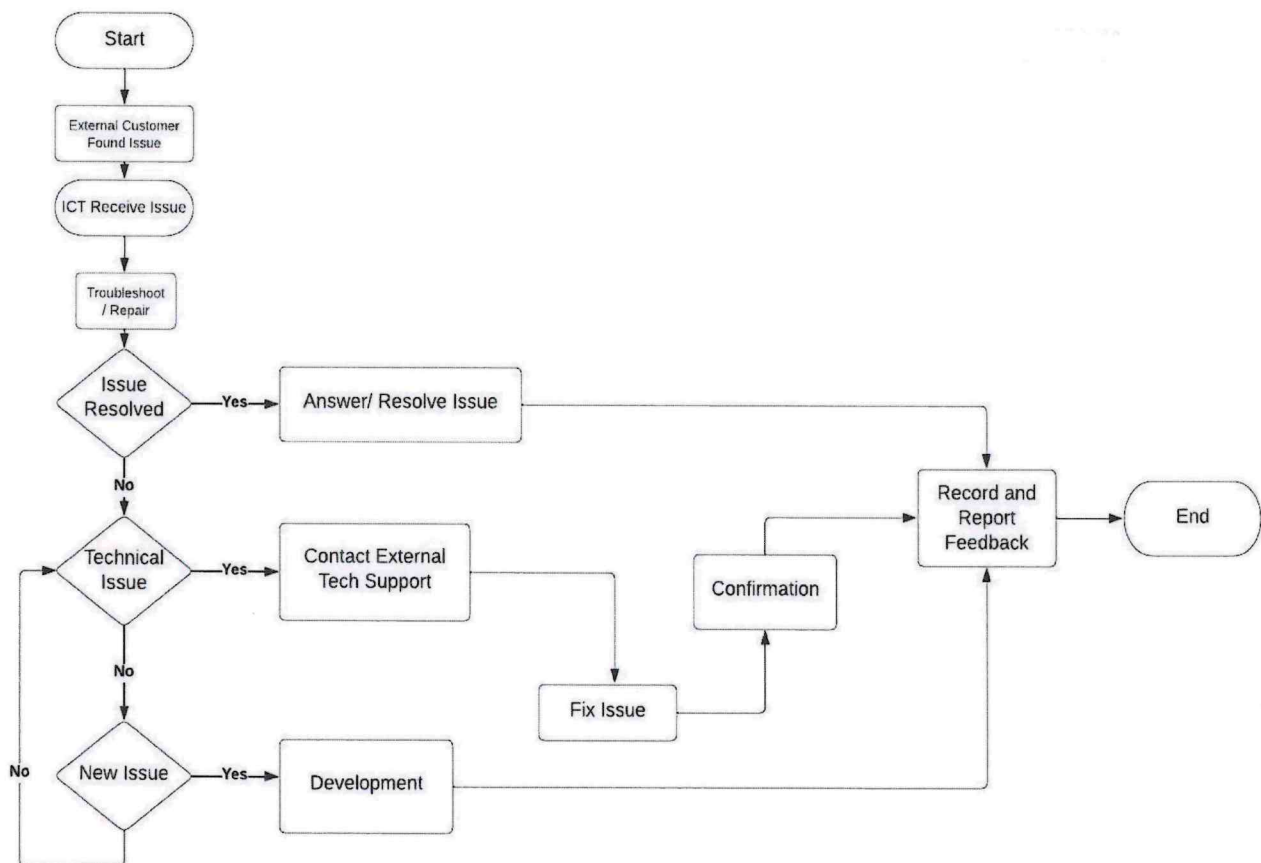
4.1 Main Steps for External Customers Support

- 4.1.1 Once an external customer finds an issue in any of the ERB systems he / she may reports to the ICT unit for assistance,

INTERNAL CUSTOMERS SUPPORT SOP

- 4.1.2 ICT unit will record the query in the ICT Support Register and try to resolve remotely,
- 4.1.3 Once the issue is resolved the ICT officer is required to update the ICT Support Register.
- 4.1.4 In case the issue is difficult to resolve, the ICT officer is required to report to the external technical support for further action.
- 4.1.5 Once the issue is resolved by the external technical support the ICT officer is then required to verify and give feedback to the external customer as well as updating the ICT support register

4.2 Process Map for External Customers Support



INTERNAL CUSTOMERS SUPPORT SOP

4.3 Responsibility Matrix for External Customers Support

Activity	1	2	3	4	Doc. Number	Documented Information
Submit Issue	x					N/A
Receive Issue		x				ICT Support Register
Troubleshoot / Repair			x			N/A
External Support			x			N/A
Resolved Issue confirmation	x					N/A
Report & Record		x		x		ICT Support Register

Key:

- Applicant (ERB Customers)
- ICT Unit (Helpdesk)
- ICT Officer
- HICT