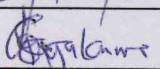


INTERNAL CUSTOMERS SUPPORT SOP

Title:	Standard Operating Procedure for Internal Customers Support		
SOP no:	ERB/ICT/SOP/001	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:	5/10/2024
Approved by:	ICT Head	Signature:	
		Date:	5/10/2024

1.0 PURPOSE

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

2.0 RESPONSIBILITY

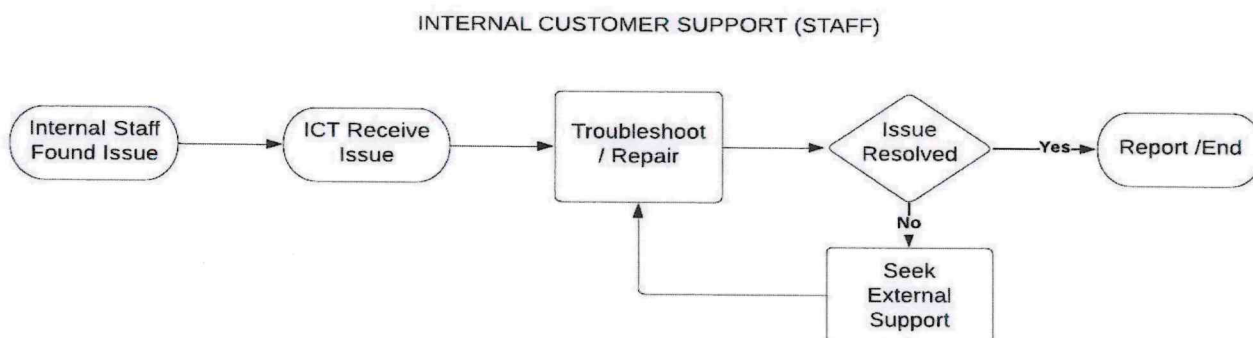
The ICT Manager has overall responsibilities of implementation of this procedure within ERB,

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 INTERNAL CUSTOMERS SUPPORT PROCEDURE:

4.1 Process Map for Internal Customers Support



INTERNAL CUSTOMERS SUPPORT SOP

4.2 Main Steps for Internal Customers Support

- 4.2.1 Once an internal customer / Customers finds an issue (Hardware or Software issue) the he / she may report to ICT unit for assistance,
- 4.2.2 ICT unit will record the query in the ICT Support Register and try to resolve remotely,
- 4.2.3 if the remote assistance has failed ICT officer is then required to go physically to try resolve the issue,
- 4.2.4 Once the issue is resolved the ICT officer is required to update the ICT Support Register.
- 4.2.5 In case the issue is difficult to resolve, the ICT officer is required to report to the external technical support for further action.
- 4.2.6 Once the issue is resolved by the external technical support the ICT officer is then required to verify and give feedback to the internal customer as well as updating the ICT support register

4.3 Responsibility Matrix for Internal Customers Support

Activity	1	2	3	4	Doc. No.	Documented Information
Submit Issue	x					ICT Job Card
Receive Issue		x				ICT Support Register
Troubleshoot / Repair			x			N/A
External Support			x			
Resolved Issue confirmation	x		x			N/A
Report & Record				x		ICT Support Register

Key:

1. Applicant (ERB Customers)
2. ICT Unit
3. ICT Officer (AR-E)
4. HICT