Unified Communications

SOP 10

Customer and ITS

High Level Process

Email Restore Requests

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# Purpose

The purpose of this document is to provide a high level view of the steps for processing Email restore requests.

# Scope

This procedure applies to all Email restore requests from existing state agencies and local government subscribers to the ITS Unified Communicators NCMail system.

# Introduction

The goal of this procedure is to establish a standard process to enable ITS to provide a consistent level of service and turnaround time for processing Email restore requests.

# Procedure & Work Instructions

The following is a list of responsibilities for each identified participant as it relates to the Unified Communications Email Restore Process.

## *Process Inputs*

1. Customer submits a Remedy Service Request.

## *Customer and ITS High level Steps to Process Email Restore request*

1. Customer submits Remedy Service Request
2. Customer enters data into estimator to get time and cost estimate(optional)
3. Customer fills out Email restore request form and sends form to ITS
4. ITS reviews form and develops a turnaround time and cost quote
   1. ITS sends the form back to the customer including a timeframe and total cost to the Customer
5. Customer agrees to the timeframe and cost on form
   * 1. Customers signs form and sends the form back to ITS
6. ITS Approves request and attaches it to the Remedy Service Request
   * 1. ITS begins work on request, based on quoted timeline
     2. ITS completes request and delivers requested PST
7. ITS sends billing file to fiscal and bills customer for work completed
8. Automated billing files are processed and the customer is billed.
9. Service Request is closed after confirming with the customer

# Workflow

