

**The University of Memphis**  
**Client Support Services**  
**Standard Operating Procedure for LSP Absence**

I. Background and Purpose

The objective of this standard operating procedure is to establish guidelines for notification and routing of work assignments during the absence of a department's LSP. The creation of clear guidelines for communication between Client Support Services (CSS) and individual Local Support Providers (LSP) will result in a more efficient handling of work requests when primary LSP contacts are unavailable.

II. Notification of Planned Absence

- LSPs should complete the online notification form located at <http://itd.memphis.edu/lsp/> one week prior to any planned absences.
- Requested information includes
  - ✓ LSP name
  - ✓ Desk number
  - ✓ Email
  - ✓ Dates the LSP will be unavailable
  - ✓ Department(s) the LSP assists
  - ✓ Direct Supervisor's Email
  - ✓ Person responsible for assisting department while LSP is absent
  - ✓ Desk number
  - ✓ Email
  - ✓ Hours of availability
  - ✓ Additional comments
- If the LSP's leave extends beyond the dates given on the submitted form, the LSP is responsible for submitting an additional online notification form with the adjusted dates.

III. Notification of Emergency Absence

- Notification of absence should be given anytime the LSP will be unavailable for an entire work day.
- LSPs should contact the Helpdesk via phone (678-8888) and request the supervisor on duty.
- The Helpdesk supervisor on duty will complete the online notification form.

IV. Updates to Dispatch Groups and Emergency Contact Lists

- CSS will maintain dispatch groups and emergency contact lists for all LSPs.
- LSPs should update their dispatch groups and emergency contact information at the beginning of each semester by submitting an ARS ticket online with this information.