### Purpose

*To ensure that all Control Centre Operators follow the correct protocol relating to Service Requests.*

### Guideline

There will be occasions where Area Security Officers, Mobile Rovers or other persons report faults to the Security Control Centre.

On these occasions, the Security Control Centre Operator **will** submit an Online Service Request and record the details of the fault(s) in the Electronic Desk Log.

<table>
<thead>
<tr>
<th>Contact Officer</th>
<th>Campus Security Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Approved</td>
<td>1 July 2012</td>
</tr>
<tr>
<td>Approval Authority</td>
<td>Director, Property</td>
</tr>
<tr>
<td>Related Policies, Procedures, Guidelines, Forms or Templates</td>
<td>Security Services Section – Standard Operating Procedures</td>
</tr>
<tr>
<td>Next Date of Review</td>
<td>1 July 2013</td>
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