

Service desk handover

QUICK REFERENCE / SYNTHETIC SERVICE WORKFLOW

Before you hand over

Confirm the request identifier, the current owner and the next action. A handover is complete when the receiving team acknowledges it.

Include these four fields

Field	Useful example
Request	SR-2048 / access question
State	Waiting for the owning team
Next action	Confirm the supported access path
Next update	Thursday, 15:00 local time

Avoid

- Copying credentials or private message content
- Assigning an action without an owner
- Closing the record before the handover is acknowledged

Use a clear final message

Your request is with the access team. They will confirm the next step by Thursday at 15:00. Use the original request identifier if you need to follow up.