Service Desk Level 1
Service Description
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1. Overview

This document describes the Service Provider’s Service Desk service Support Level 1. The Service Desk consists of a team, which is responsible for dealing with enquiries from users. The Service Desk is organized according to the guidelines of ITIL. At present the Service Desk has offices in Denmark, Sweden, Norway, Finland, and Latvia.

Based on the implementation of Service Desk - the Service Provider can deliver several different setups of Service Desk depending on the business requirements of the Customer. This means that the following enhancing services can be added to gain more value of the Service Desk. The description of the different enhancing services can be found in the separate service descriptions.

A complete Atea Service desk consists of the following levels:

- Service Desk – dispatching
- Service Desk – Level 1 (dispatching service is included, possibility to extend to level 2)
- Service Desk – Level 2

<table>
<thead>
<tr>
<th>Tier/Level Dispatching</th>
<th>Tier/Level 1 (T1/L1)</th>
<th>Tier/Level 2 (T2/L2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial support level manned by support personnel</td>
<td>Initial support level manned by technical support specialists Gather information and determine users issues Usage of knowledge management database &amp; Standard Operating Procedures (SOP) If the issue cannot be resolved in Level 1, dispatch the ticket to a resolver group or 3rd party (Mainly client related issues)</td>
<td>Knowledgeable in particular products and/or services In-depth technical support Advanced technical troubleshooting and analysis methods Investigating elevated issues (Mainly data center issues)</td>
</tr>
</tbody>
</table>

**the highlighted box is describing the relevant service**
2. **Terms & Abbreviations**
SOP – The Standard Operating Procedure is documentation containing instructions detailing all relevant steps and activities for a procedure

SPOC – Single point of contact

ITIL – Information technology infrastructure library. A set of practices for IT service management

SLA – Service Level Agreement

HW – Hardware

SW – Software

IM – Incident Management

CIC - Customer Interaction Centre

PoB – Point of Business

3. **Scope**
Atea uses two different delivery models to deliver the Service Desk needed by the Customer:

- Centralized Service Desk
- Virtual Service Desk

The centralized Service Desk model is used for customers that needs support from a specific location, or have any other requirement that only will be covered by the centralized Service Desk model.

The Virtual Service Desk is a delivery model where we provide Service Desk from two or more locations, The model is primary used for cost reduction, and can be recommended for large businesses and businesses with standardized demands for the Service Desk.

3.1 **In the Scope**

**Scope for Level 1 support:**

Level 1 support ensures a fast handling of the reported enquiries and a proper management and escalation (to Level 2) when required.

The objectives for the Service Desk and the Level 1 support are:

- Handling Service Requests with a preapproved Standard Operating Procedure – SOP
- Raising service requests to software vendors when predefined
- Handling incidents related to the service and its sub-services
- Providing ongoing status information to users during investigation and resolution
- Handling pre-defined change requests
The staff in Level 1 support has knowledge of the technologies that are used by the Customer and are able to categorize, resolve or pass on enquiries to Level 2 (internally at Atea, if the Service Desk Level 2 support is provided by Atea or to the Customer’s Level 2) or other resolver groups.

SOP’s and knowledge base articles are continuously updated by the Service Desk employees to ensure faster resolution times.

The desired coverage in time (up to 24/7/365) and supported languages will be stated in the actual agreement.

Atea Service Desk utilizes the Best Practices of ITIL framework.

**Languages and Service Hours**

The Service Desk service can be offered in various languages and service hours. Below are the offered combinations.

<table>
<thead>
<tr>
<th>Language</th>
<th>Supported Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>24/7/365</td>
</tr>
<tr>
<td>Latvian</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Finnish</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Norwegian</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Swedish</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Danish</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Lithuanian</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>German</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Russian</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Slovak</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Czech</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Estonian</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Polish</td>
<td>Regular business hours</td>
</tr>
<tr>
<td>Chinese</td>
<td>Regular business hours</td>
</tr>
</tbody>
</table>

Customer specific requests can be met.

**3.2 Out of the Scope**

The following services are not included in the Service Desk Level 1 services, but are available as separate services:

- Service Desk Level 2 services, incl. complex enquiries, complex trouble shooting etc.
- Client HW repair services
- On-site services (at Customer’s locations)
- Consultancy services
- Using customer’s ticketing system
- Any other services that are not part of Service Desk Level 1 service scope
4. Service Architecture

<table>
<thead>
<tr>
<th>Service Architecture</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROCESS: Incident Management – Service Desk Level 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM 1 Log Incident</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM 2 Classification, troubleshooting &amp; Support</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resolver Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM 3 Investigation &amp; Diagnosis</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SM Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM 4 Review &amp; Solve</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Architecture</th>
</tr>
</thead>
<tbody>
<tr>
<td>Servicedesk CustomerResolver GroupSM Processes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. Delivery process</th>
</tr>
</thead>
</table>

Investigation

Resolution

Verification & Closure

Dispatching (see description of Dispatching)

Service Desk level 1 activities

The Service Desk level 1 performs the following activities:

Investigation:

- Incident received
- Initial trouble shooting
  - Location
  - Affected users
  - Affected systems
  - Steps taken to resolve

Resolution:

- Inform/report to Customer / stakeholders about progress / solutions for Incidents and Service Requests
- Standard Changes (pre-approved)
Verification & Closure

- Documentation
  - Register / update documentation including SOP’s and knowledge base

All enquiries are recorded in the Service Provider’s service management system.

6. Tools used for Service Delivery

Following tools are used by Atea to deliver the service desk level 1 service:

<table>
<thead>
<tr>
<th>Category</th>
<th>Tool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>Atea Exchange</td>
</tr>
<tr>
<td>Service Management system</td>
<td>Service Now, POB</td>
</tr>
<tr>
<td>Phone System</td>
<td>CIC</td>
</tr>
<tr>
<td>Remote Assistance tool</td>
<td>Team Viewer</td>
</tr>
<tr>
<td>Standard Operating Procedures - Knowledgebase</td>
<td>Atea Knowledgebase System</td>
</tr>
</tbody>
</table>

*service provider and the customer are entitled to change service delivery tools if deemed necessary upon.

7. ITIL process reference

- Incident Management
- Change Management
- Problem Management
- Service request

8. Requirements for Service Delivery

In order to deliver the service following requirements must be fulfilled by the customer:

The communication between the customer and Atea:

- Phone number and queue to be ready for the customer
- Ensure the customer is set up in the ticketing system
- Email address to be created or agreed upon

Network access:

- If required, access to the customer’s environment is the responsibility of the customer
Ticketing system:

- If the customer chooses to use Atea’s ticketing system, we will ensure proper setup and configuration to support the provided service
- If the customer chooses to use their ticketing system, then we need to ensure the customer is integrated fully to Atea’s ticketing system
- If customer chooses not to integrate then we need to ensure to set up training workshops for our staff

Processes:

- Process workflows need to be described and prepared.

Knowledge base:

- Atea will require all SOP’s from the customer
  - Once approved, the SOP’s will be uploaded to Atea’s knowledgebase.
  - If no SOP’s exist a knowledge transfer workshop will be required.
- Agree on who will keep the documentation updated.
- Agree about the remote tools which Service desk is going to use in order to connect to the user system and PCs.

9. **Service implementation steps**

The initiation of the Support Level 1 service includes the execution of a number of tasks and coordination activities. The Service Provider will assign a Service Desk Transition Manager to manage the implementation. The Transition Manager will be responsible for completing these tasks and activities, to ensure the proper delivery of the agreed services.

These tasks and activities are to formulate and document the expectations and service details for the Support Level 1 as well as providing introduction and training to the Service Desk itself.

These details for the service are documented by addressing a number of points like:

1. **Risk assessment**
   - a. Perform risk assessment
   - b. Create risk report

2. **Tools**
   - a. Accesses
   - b. Ticketing system
   - c. Remote connection

3. **Reporting**
   - a. Templates
   - b. Frequency
   - c. Responsibilities
4. Documentation
   a. Escalation procedures
   b. Workflows
   c. SOP creation

5. Information
   a. Phone number
   b. E-mail address
   c. Contact information

6. Training
   a. Customer defined training
   b. System specific training

The implementation is priced separately.

10. Responsibilities/RACI

<table>
<thead>
<tr>
<th>Task name</th>
<th>Atea</th>
<th>3rd part</th>
<th>Customer</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changes in the customer’s infrastructure</td>
<td>I</td>
<td>I</td>
<td>RA</td>
<td>Where all incoming calls are received from Atea’s side</td>
</tr>
<tr>
<td>Phone system</td>
<td>I</td>
<td>RA</td>
<td>C</td>
<td>If the customer chooses to use Atea’s ticketing system</td>
</tr>
<tr>
<td>Ticketing system - Atea</td>
<td>RA</td>
<td>I</td>
<td></td>
<td>If the customer chooses to use Atea’s ticketing system</td>
</tr>
<tr>
<td>Ticketing system - Customer</td>
<td>I</td>
<td>RA</td>
<td></td>
<td>If the customer chooses to use its own ticketing system</td>
</tr>
<tr>
<td>Documentation - Atea</td>
<td>RA</td>
<td>I</td>
<td></td>
<td>Atea is responsible for updating the documentation</td>
</tr>
<tr>
<td>Documentation - Customer</td>
<td>I</td>
<td>RA</td>
<td></td>
<td>The Customer is responsible for updating the documentation</td>
</tr>
<tr>
<td>Deliver according to agreed SLAs</td>
<td>RA</td>
<td>I</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

RACI Matrix is used for definition of Responsibilities and Accountability for specific tasks and activities.
(R – Responsible, A – Accountable, C – Consulted, I – Informed)

11. Service desk: Service Level Agreement

11.1 SLA Target
SLA’s are continually monitored to ensure customer satisfaction.

The Service Desk aims to handle all enquiries professionally to maintain the productivity of the users. Hence the Atea Service Desk ensures that users experience minimal latency when approaching the Atea Service Desk. There is also considerable focus to address users' problems quickly and efficiently.

Service Level Agreements (Example)

- Phone statistics
- Mail & Cases statistics
- Inbound ticket statistics
- Correct Assignment
- User satisfaction

### 11.2 SLA Calculation rules

Defined Service Level Items will be calculated based on rules to be defined with the customer.

An example could be like the table below.

<table>
<thead>
<tr>
<th>Service Level Agreement Item</th>
<th>SLA clock starts</th>
<th>SLA clock stops</th>
<th>SLA on hold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reaction time</td>
<td>When case is received</td>
<td>When case is screened</td>
<td>Waiting for customer</td>
</tr>
<tr>
<td>Resolution time</td>
<td>When case is received</td>
<td>When case is solved</td>
<td>Waiting for customer</td>
</tr>
</tbody>
</table>
11.3 SLA Target (example)

<table>
<thead>
<tr>
<th>Response Time SLA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time for Priority 1 incidents *</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Response time for Priority 2 incidents</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Response time for Priority 3 incidents</td>
<td>4 hours</td>
</tr>
<tr>
<td>Response time for Priority 4 incidents</td>
<td>2 working days</td>
</tr>
<tr>
<td>Response time for Priority 5 incidents</td>
<td>Best effort</td>
</tr>
</tbody>
</table>

*When the operator receives the phone call there will be an immediate response. No Priority 1 cases can be raised without a phone call from the customer.

<table>
<thead>
<tr>
<th>Resolution Time SLA</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution time for Priority 1 incidents</td>
<td>5 hours</td>
</tr>
<tr>
<td>Resolution time for Priority 2 incidents</td>
<td>2 working days</td>
</tr>
<tr>
<td>Resolution time for Priority 3 incidents</td>
<td>3 working days</td>
</tr>
<tr>
<td>Resolution time for Priority 4 incidents</td>
<td>5 working days</td>
</tr>
<tr>
<td>Resolution time for Priority 5 incidents</td>
<td>“Planning” No SLA</td>
</tr>
</tbody>
</table>

Must be agreed upon according to business needs.

11.4 Priority Matrix

This Matrix represents different urgencies and prioritizations that we will follow according to the ITIL model.

<table>
<thead>
<tr>
<th>Priority</th>
<th>1-Critical</th>
<th>2-High</th>
<th>3-Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Impact</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-Critical</td>
<td>1-Critical</td>
<td>2-High</td>
<td>3 - Moderate</td>
</tr>
<tr>
<td>2-High</td>
<td>2 - High</td>
<td>3 - Moderate</td>
<td>4 - Low</td>
</tr>
<tr>
<td>3-Medium</td>
<td>3 - Moderate</td>
<td>4 - Low</td>
<td>5 - Planning</td>
</tr>
</tbody>
</table>

According to the agreement made with the customer the definitions of the Service Level Agreement will be decided.
12. Customer Satisfaction Feedback
To maintain a high level of customer satisfaction, Atea Service Desk performs an on-going user satisfaction survey, where for every five closed cases a questionnaire is sent to the user containing a few quick questions dealing with the recently completed case.

13. Service Performance Measurements and Reporting
Service performance is measured on the indicators relevant to the pointed SLA targets. There are logged date and time of reports delivery.

Reporting is delivered to Customer on the weekly and monthly basis. Reports are e-mailed to the contacts being responsible for service monitoring from a customer side. Live information is accessible via console for the persons who are granted with reading rights. Separate customized reports may be requested at Host level if details are necessary to be reviewed for some host.

Key Performance Indicators (KPI’s) are measured from the time an order is given fully to the production team, and is measured within standard working hours.

14. Risks
The customer should take the following up to consideration when adopting this service -

- The failure is due to Force Majeure;
- The failure is due to an act or omission of the Customer, or a third party (other than a Supplier subcontractor);
- The failure is due to ICT systems or infrastructure not under the Supplier’s responsibility and control (such as but not limited to failures or errors in the Internet or Customer firewall settings);
- The failure is due to information security related actions conducted to avoid greater damages and which are not due to Suppliers previous negligence;
- The failure is due to an error or defect in operation systems or applications provided by a third party, to which the Supplier is not able to fix by itself with reasonable costs or to which there is not a fix available;
- The failure is due to the Customer missing a maintenance/support service agreement for fixing the hardware or application problem at hand before the failure takes place;
- The failure is due to the Customer preventing the Supplier to perform fixes or to apply fixes to applications or is not performing the fix

15. Service Termination
The Customer and the Service provider will agree during transition and initiation of service what documentation will be handed over to the customer when services are decommissioned.

An example of a service termination will include but are not limited to:

- All documentation owned by the customer will be returned.
- All Atea specific access rights will be removed.
- All software/hardware owned by the customer will be returned.

16. Pricing
Pricing will vary from case to case depending on many factors such as languages, SLA’s, service hours, complexity etc.

17. Certification
Atea as a group has more than 100 certifications company-wide and more than 2000 different technical certifications. The relevant certifications for this particular service are:

- ISO 9001
- ISO 20000
- ISO 27001
- Microsoft Gold Partner
- Cisco Gold and Master Security Partner