



Service Catalogue



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Service Desk

Description

The Service Desk acts as a single point of contact for all incidents, Requests and IMAC's, Scheduling of support calls and requests.

Support Contact

To initiate a support request users should contact the Service Desk

by Email
or by Portal

Available to: All contract and non-contract customers

Responsible Manager: **Insert Name Here**

Customer procedures for starting, changing or ending service:

- Start:**
- > Call the Service Desk
 - > Email the Service Desk
 - > Self Service
- Change:**
- > Contact the Service Desk
 - > Email the Service Desk
 - > Self Service
- Ending:**
- > Not required

Detailed Specifications

User requirements

To enable this service customers must provide: Serial number or make and model number, confirm details of equipment, customer contact information, thorough description of the problem including software being used and any error messages as required. If a request is made via a non contract customer or is an agreed chargeable activity then a Purchase Order is required.

Default, Optional & Excluded Items

- > Single point of contact for all incidents and requests
- > Provide initial support for all of the customers supported hardware and software where appropriate and agreed
- > Management of incidents from initial contact to resolution
- > Will escalate incidents to the appropriate resolution areas and Management Teams, including third parties
- > Will record all user requests for IMACS

Availability / Service hours

The Service Desk is available 24 hours a day 365 days a year.

Performance Standards

16% of calls are resolved on the first call. The remaining 84% are resolved within agreed times. If a call cannot be resolved during the first 15 minutes of a phone call, the call will be escalated to second line. If second line determines there is a hardware problem or networking issue, the appropriate escalation is made immediately.

Unsolved issues are escalated to either third line support or vendors as appropriate. Resolution will be to the satisfaction of the customer.

Charges (if applicable)

No charges apply to the Service Desk for this service unless otherwise notified.

Business owner

Insert Name Here



Desktop Services

Description

Desktop Services provides full incident lifecycle around hardware break / fix. To action a support request as initiated by the Service Desk. Typical product sets include HP, IBM (Lenovo), Fujitsu, Dell including laptops and printers.

Support contact

Contact should be made to the Service Desk by phone, email or the portal.

Available to: All contract and non-contract customers

Responsible Manager: **Insert Name Here**

Customer procedures for starting, changing or ending service:

Start:

- > Call the Service Desk
- > Email the Service Desk
- > Self service

Change:

- > Contact the Service Desk
- > Email the Service Desk
- > Self service

Ending:

- > Customer accepts call closure or updates

Detailed specifications

User requirements

To enable this service customers must provide: Serial number or make and model number, confirm details of equipment, customer contact information, thorough description of the problem including software being used and any error messages as required. If a request is made via a non contract customer or is an agreed chargeable / time and materials call then a purchase order will be required.

Default, optional & excluded items

- > To maintain and deliver Hardware support to contracted SLAs
- > Correct skills matched to request
- > Parts and loan / Hot swap equipment included with the exception of consumables
- > Site based spares (optional)
- > Fully managed service including device and application monitoring (optional)
- > Provide support for all of the customers supported hardware and software where appropriate and agreed
- > Management of incidents from initial contact and scheduling from Service Desk to resolution
- > Will escalate issues to Service Desk within agreed time frames
- > Software updates under clients Release Management Process
- > CMDB updates provided
- > Any 3rd party management or co-ordination subject to SLA suspension
- > Access to the Rapid Response Team

Availability / Service hours

Core support hours are Monday to Friday 09.00 – 17.30. Outside of these core hours any combination of support can be delivered once negotiated.

Outline provision

Service includes correctly skilled engineer to site. Replacement parts or loan / Hot swap equipment. Where agreed spares can be located on site, any of the 50 regional stores locations will be reconfigured to support the additional equipment coming in to support, flight kits configured for common components such as drives and memory. Monitoring and adjustment of spares by criticality and utilisation.

Continued...



Desktop Services

Performance standards

97% of calls are resolved on the first visit. The remaining 3% are resolved within agreed times. If a call cannot be resolved during the first visit, the call will be escalated via the Escalation Process. All calls are to be resolved within the agreed SLAs and will be monitored and managed by the call management system and the Scheduling Team.

SLAs (4hr Fix) (8hr Fix) (4hr response 4hr Fix)
(8hr Response 8hr Fix) (Next Business Day)
Resolution will be to the satisfaction of the customer.

Charges (if applicable)

Charges apply for the Desktop Service as prescribed by the service contract or a pre agreed charge. Time and material calls are generally charged from the standard rate card, unless pre agreed and are not subject to any SLA other than a target or agreed target restoration time.

Business owner

Insert Name Here



Wintel Services

Description

Wintel Services provides full incident lifecycle around hardware break / fix. To action a support request as initiated by the Service Desk.

Support Contact

Contact should be made to the Service Desk by phone, email or the Portal.

Available to: All contract and non-contract customers

Responsible Manager: **Insert Name Here**

Customer procedures for starting, changing or ending service:

Start:

- > Call the Service Desk
- > Email the Service Desk
- > Self Service

Change:

- > Contact the Service Desk
- > Email the Service Desk
- > Self Service

Ending:

- > Customer accepts call closure or updates

Detailed Specifications

User requirements

To enable this service customers must provide: Serial number or make and model number, confirm details of equipment, customer contact information, thorough description of the problem including software being used and any error messages as required. If a request is made via a non contract customer or is an agreed chargeable /Time and Materials call then a Purchase Order will be required.

Default, Optional & Excluded Items

- > To maintain and deliver Hardware support to contracted SLAs
- > Provide support for all of the customers supported hardware and software where appropriate and agreed
- > Management of incidents from initial contact and scheduling from Service Desk to resolution
- > Will escalate issues to Service Desk within agreed time frames
- > Software updates under clients Release Management Process
- > CMDB updates provided

Availability / Service hours

Core support hours are 24/7/365. Outside of these core hours any combination of support can be delivered once negotiated.

Performance Standards

98% of calls are resolved on the first visit. Escalation of the incident will take place after 40%, 70% and 90% of the incident remaining unresolved. For any breach see Service Management Service. If a call cannot be resolved during the first visit, the call will be escalated via the Escalation Process. All calls are to be resolved within the agreed SLAs and will be monitored and managed by the call management system and the scheduling team.

SLAs (4hr fix) (8hr fix) (4hr response 4hr fix) (8hr response 8hr fix) (next business day)

Resolution will be to the satisfaction of the customer.

Charges (if applicable)

Charges apply for the Wintel Service as prescribed by the Service Contract or a pre agreed charge. Time and Material calls are generally charged from the standard rate card, unless pre agreed and are not subject to any SLA other than a target or agreed target restoration time.

Business owner

Insert Name Here



Enterprise Services

Description

Network Services provides full incident lifecycle around hardware break/fix. To action a support request as initiated by the Service Desk.

Support Contact

Contact should be made to the Service Desk by phone, email or the Portal.

Available to: All contract and non-contract customers

Responsible Manager: **Insert Name Here**

Customer procedures for starting, changing or ending service:

Start:

- > Call the Service Desk
- > Email the Service Desk
- > Self Service

Change:

- > Contact the Service Desk
- > Email the Service Desk
- > Self Service

Ending:

- > Customer accepts call closure or updates

Detailed Specifications

User requirements

Serial number or make and model number, confirm details of equipment and connected devices or interconnects, populated chaise's, customer contact information, thorough description of the problem including operating systems primary and secondary, where possible and any error messages as required. If a request is made via a non contract customer or is an agreed chargeable/time and materials call then a purchase order will be required.

Default, Optional & Excluded Items

- > To maintain and deliver Hardware support to contracted SLAs
- > Network monitoring where contracted
- > Provide support for all of the customers supported hardware and software where appropriate and agreed
- > Management of incidents from initial contact and scheduling from Service Desk to resolution
- > Will escalate issues to Service Desk within agreed time frames
- > Any 3rd party management or co-ordination subject to SLA suspension.
- > Software updates under client release management process

Availability / Service hours

Core support hours are 24/7/365. Outside of these core hours any combination of support can be delivered if negotiated.

Performance Standards

98% of calls are resolved on the first visit. Escalation of the incident will take place after 40%, 70% and 90% of the incident remaining unresolved. For any breach see Service Management Service. If a call cannot be resolved during the first visit, the call will be escalated via the Escalation Process. All calls are to be resolved within the agreed SLAs and will be monitored and managed by the call management system and the Scheduling team.

SLAs (4hr fix) (8hr fix) (4hr response 4hr fix) (8hr response 8hr fix) (next business day)
Resolution will be to the satisfaction of the customer.

Charges (if applicable)

Charges apply for the Network Service as prescribed by the Service Contract or a pre agreed charge. Time and material calls are generally charged from the standard rate card, unless pre agreed and are not subject to any SLA other than a target or agreed target restoration time.



Network Services

Description

Network Services provides full incident lifecycle around hardware break/fix. To action a support request as initiated by the Service Desk.

Support Contact

Contact should be made to the Service Desk by phone, email or the Portal.

Available to: All contract and non-contract customers

Responsible Manager: **Insert Name Here**

Customer procedures for starting, changing or ending service:

Start:

- > Call the Service Desk
- > Email the Service Desk
- > Self Service

Change:

- > Contact the Service Desk
- > Email the Service Desk
- > Self Service

Ending:

- > Customer accepts call closure or updates

Detailed Specifications

User requirements

To enable this service customers must provide: Serial number or make and model number, confirm details of equipment and connected devices or interconnects, populated chaise's, customer contact information, thorough description of the problem including operating systems primary and secondary, where possible and any error messages as required. If a request is made via a non contract customer or is an agreed chargeable / Time and Materials call then a Purchase Order will be required.

Default, Optional & Excluded Items

- > To maintain and deliver Hardware support to contracted SLAs
- > Network monitoring where contracted
- > Provide support for all of the customers supported hardware and software where appropriate and agreed
- > Management of incidents from initial contact and scheduling from Service Desk to resolution
- > Will escalate issues to Service Desk within agreed time frames
- > Any 3rd party management or co-ordination subject to SLA suspension.
- > Software updates under client release management process

Availability / Service hours

Core support hours are 24/7/365. Outside of these core hours any combination of support can be delivered if negotiated.

Performance Standards

98% of calls are resolved on the first visit. Escalation of the incident will take place after 40%, 70% and 90% of the incident remaining unresolved. For any breach see Service Management Service. If a call cannot be resolved during the first visit, the call will be escalated via the Escalation Process. All calls are to be resolved within the agreed SLAs and will be monitored and managed by the call management system and the scheduling team.

SLA's (4hr fix) (8hr fix) (4hr response 4hr fix) (8hr response 8hr fix) (next business day)

Resolution will be to the satisfaction of the customer.

Charges (if applicable)

Charges apply for the Network Service as prescribed by the Service Contract or a pre agreed charge. Time and Material calls are generally charged from the standard rate card, unless pre agreed and are not subject to any SLA other than a target or agreed target restoration time.



IMAC's (Install, Move, Addition and Change Services)

Description

To facilitate a Change Request as requested under agreed terms. IMAC's are divided into two sections, Hard IMAC's and Soft IMAC's, HIMAC's and SIMAC's respectively.

Support Contact

Contact should be made to the Service Desk by phone, email or the portal.

Available to: All contract and non-contract customers

Responsible Manager: **Insert Name Here**

Customer Procedures for starting, changing or ending service:

- Start:**
- > Call the Service Desk
 - > Email the Service Desk
 - > Self Service
- Change:**
- > Contact the Service Desk
 - > Email the Service Desk
 - > Self Service
- Ending:**
- > Customer accepts IMAC call closure or updates

Detailed Specifications

User requirements

To enable this service customers or Professional Services must provide:

Detailed description of the change, have signed off any Release acceptance and an agreed project plan where requested or relevant.

Additional factors should be considered around information capture/CMDB, and which deployment process is best suited.

Serial number or make and model number of equipment effecting the change need to be provided, confirm details of equipment and connected devices or interconnects, populated change's, customer contact information. If a request is made via a non contract customer or is an agreed chargeable/time and materials call then a purchase order will be required.

Default, Optional & Excluded Items

- > To maintain and deliver IMACS to agreed process and SLA
- > Management of IMACs from initial contact and scheduling from Service Desk to closure
- > Will escalate issues to Service Desk within agreed time frames
- > Any 3rd party management or co-ordination subject to SLA suspension

Availability / Service hours

Core hours are Monday to Friday 09.00- 17.30. Outside of these core hours any combination of support can be delivered if negotiated.

Performance Standards

97% of IMAC's delivered against agreed process and SLA.

Charges (if applicable)

Charges apply for the IMAC Service as prescribed by the Service Contract or a pre-agreed charge. Standard charges are indicated in the rate card, but are only a guide.

Business Owner

Insert Name Here



Professional Services

Description

To provide a set of services on behalf of customers which include but are not limited to: PRINCE II Project Management, ITIL Service Management and Service Delivery, Consultancy and Service Design, Process Integration, Virtualization, Convergence, Monitoring, Network, Server and Storage design and implementation, Datacenter Management, Deployment, Transition and Transformation and Disposal.

Support Contact

Contact should be initiated by Account or Service Management

Available to: All contract and non-contract customers

Responsible Manager: **Insert Name Here**

Customer procedures for starting, changing or ending service:

Start:

- > Contact Account or Service Management
- > Email Account or Service Management

Change:

- > Contact Account or Service Management
- > Email Account or Service Management

Ending:

- > Acceptance and sign off by customer and Evolved

User requirements

To enable this service Customers or Professional Services must provide:

Detailed description of requirements, any proposed planning and any Statement of Works.

Default, Optional & Excluded Items

- > To maintain and deliver project based activities within accepted boundaries in line with industry standard processes, ITIL and PRINCEII
- > Acceptance in to service if required
- > Will co-ordinate and attend Delivery and Project Boards where required
- > Any 3rd party management or co-ordination subject agreement

Availability / Service hours

Core hours are Monday to Friday 09.00- 17.30. Outside of these core hours any combination of support can be delivered if negotiated.

Performance Standards

Service engaged and delivered to agreed planning and scheduling utilising industry recognised tools.

Charges (if applicable)

Charges apply for professional services and are largely dependant of scope. For an indication of zero weighted resource costs see rate card.

Business Owner

Insert Name Here