

# **ICT SERVICE DESK**

## **SERVICE STATEMENT and PERFORMANCE AGREEMENT**

The role of the Service Desk is to act as a single point of contact between customers – in this instance, users of the Council's internal information and telephone systems - and the Council ICT services department.

The aim of the Service Desk is to facilitate the restoration of normal operation services with minimum impact on the customer, within agreed service levels and business priorities.

The Service Desk will:

1. Record and manage all incidents
2. Keep users informed by providing information in respect of:
  - The status of their reported incident
  - Planned changes in IT or telephone Service
  - Likely disruptions to the IT or telephone Service
  - Any changes to the services that are provided or the service levels
3. Record and manage procurement of all ICT equipment
3. Provide management information to help improve service delivery
4. Conduct customer satisfaction surveys and analysis
5. Provide a regular user forum

## **SERVICE COMMITMENT**

This service commitment is an interim measure designed to clarify what the ICT Service Desk currently provides. It will be superseded in the future by a Service Level Agreement (SLA), which will be negotiated between the ICT service and the organisation it serves.

The Service Desk aims to:

- Speedily and efficiently respond to requests for assistance
- Keep users better informed about the status of their problem
- Provide or facilitate efficient resolutions for queries, incidents and requests in order to minimise service disruption for the end-user
- Meet or exceed customer business support requirements with responsiveness at all times.
- Improve Customer Satisfaction

## **SERVICE AVAILABILITY**

The Service Desk provides customer support during the following periods:

Standard Support Period	Monday-Friday	0815 – 1715
	Saturday	0900 – 1200
		(via Contact Harlow)

Principle Contact Position:      Tel 01279 446789  
    Or Extension 6789  
    Or Email on itdesk@harlow.gov.uk

## **SERVICE LEVELS**

All reported incidents are responded to, based on the following 6 Priority levels.

<b>Priority</b>	<b>Impact</b>	<b>Severity</b>	<b>Example</b>	<b>Response and Resolution Target Times</b>
<b>1</b>	Affects more than 10 users	Failure of business critical activities	Site network down. eMail system, Agresso Finance system failure. Password resets	<b><i>Response ½ hr Resolve 4 hours</i></b>
<b>2</b>	Affects 1-10 users	Service adversely affected. One or more business areas affected	Poor response times. Shared printer or local network functions unavailable.	<b><i>Response 1 hr Resolve 8 hours</i></b>
<b>3</b>	Single user	Non business critical system	Individual PC failure. Error message at logon Printer not working	<b><i>Response 4 hr Resolve 16 hr</i></b>
<b>4</b>	Any user	Non business critical system	Request for information, request for installation, new PC or software	<b><i>Response 8 hr Resolve 14 days</i></b>
<b>5</b>	Any user	Non business critical system	Move request, request for change, Request for installation of 5+ new PCs	<b><i>Response 8 hr Resolve 10 days or by agreement with the ICT Support Manager</i></b>
<b>6</b>	Any user	Development/ Best Efforts	Development work or not strictly supported, but will	<b><i>Response 16 hr Resolve 30 days or by agreement</i></b>

			undertake on a Best Efforts basis	<b><i>with the ICT Support Manager</i></b>
--	--	--	-----------------------------------	--

### **THE CUSTOMER ROLE**

In order to provide this service, achieve the performance targets and provide accurate reporting, it is essential that all calls on the service are made via the Support Desk and that the Information Security Management ICT Policy Paper has been read and signed up to. The customer agrees to do this.

### **PERFORMANCE TARGETS 2006-2007**

<b>Service</b>	<b>Calls Resolved within Target Times</b>	<b>Work Requests Resolved within Target Times</b>
Customer Service Desk	80%	80%
Desktop Support	80%	80%
Network & Server Support	80%	80%
MS Project eMail Support	80%	80%
Application Support	80%	80%

