Using IntraLAN's Help-desk

This sets out the processes when using the help-desk where it is included in a Service. An individual Service may add further elements specific to that Service which are additionally set out in the Services Schedule (and where any conflict exists, the specific Service section shall prevail)

This schedule is in two parts:
   A. Help-desk process
   B. How to contact the help-desk during the *Standard Hours*, *Extended Hours* and in the event of a Disaster Recovery event where You have *Business Continuum*

A. Help-desk process

1. General:

   1.1. All <u>accepted</u> requests (see 3, Triage) are included at no further charge during *Standard Hours,* even if escalated to the manufacturer (e.g. Microsoft)

   1.2. The help-desk tracks cases using Microsoft Dynamics CRM. This system will keep **You** updated of progress via email (except where the issue involves email when the reports will arrive post fix) to **Your** 2 nominated contacts

   1.3. The maximum time allowed per incident is 30 mins (unless otherwise stated in the relevant section of the Services Handbook)

   1.4. **You** can request the full history of any case from **Your** CAM at any time

2. Logging a fault:

   They can be raised by:

   2.1. [NetCare LAN only]: Directly/automatically from IAMS. Note that IAMS will raise numerous minor alerts which the help-desk will quietly resolve without reference to **You**. These cases are still logged and any servers' entire detailed history is available on request.

   2.2. Raised by an IntraLAN engineer (e.g. follow-up check on a change the following day)

   2.3. Raised by **Your** CAM on **Your** behalf (e.g. following a discussion with **You**)

   2.4. Raised by **You** by:

   a) Calling **Us** on 0844 770 7000

   b) Emailing customerservices@intralan.co.uk

2.5. Please do not:

    a) Email, call or text individuals or leave voicemails; if that person is away, **Your** call may be delayed

    b) Call **Your** account engineer directly on their mobile phone as he may be on-site undertaking paid work at another Customer and the engineering team will not know what is going on. **We** may ultimately end up passing the incident to them but it will be under **Our** control

3. Triage:

All above requests for help-desk support are reviewed within 15 minutes when they will be:

3.1. Rejected as *Out of Scope* (see 9) and referred to **Your** CAM to discuss further with **You** –or-

3.2. Accepted and allocated a unique case number & severity (triaged). **Your** nominated contacts will then receive an email confirming the case number, one-line description, the severity allocated and a reminder of **Our** SLA response time for that particular Service

4. Contacting You:

4.1. Within the appropriate SLA for each **Service**, **Our** engineers will start to look at **Your** case. This may involve a preliminary investigation (e.g. dial in to a server) or contacting **You** for clarification of the fault/more information

4.2. If a help-desk engineer needs to contact **You** and **You** are unavailable, the case is suspended and **You** will receive an email to request that **You** re-contact the help-desk. Therefore please ensure **You** remain contactable when **You** are waiting for assistance from the help-desk.

4.3. If **We** do not receive a call back from you within **20 Working Hours** (i.e. 2 days), **We** will automatically close the case as "Timed Out" (although it can be readily reopened, see 6)

5. Closing a case:

5.1. **You** will receive a "call closed" email (including case notes) when:

    a) Closed, case fixed

    b) Closed, case timed out (no response from **You** after 20 **Working Hours**); and

    c) Closed, no fault found (couldn't observe or replicate the problem)

5.2. **You** will be contacted by **Your** CAM when:

    a) Closed, case escalated to field engineering visit C: IT Professional Services

    b) Closed, case passed to CAM for further action such as upgrades

    c) Closed, case moved out of scope (i.e. chargeable)

6. Re-opening a case:

In the event that **You** need to re-open a case (fault recurred or **You** re-contact **Us** after the no-response 20 **Working Hours**), please call **Us** and let help-desk reception know it is the same problem. Please only re-open the same case number if it is *exactly the same problem*, otherwise there could be a delay whilst we tease the two problems apart

Notes

7. Multiple concurrent cases:

In the event of multiple concurrent cases, please ensure any updates are applied to the correct case number. **We** may ultimately merge multiple cases together if it looks like the same underlying issue

8. Time-specific call-backs:

We appreciate from time to time that **You** will need the help-desk to be available at a very specific time (e.g. assist home worker). However, the help-desk is largely event-driven (e.g. other cases can run past **Your** preferred call-back time, a Severity 1 may arise etc) and therefore **We** cannot guarantee a specific call-back time. If a specific call-back time is essential to **You**, then **You** can book a one-hour chargeable engineering slot C: Professional Services to ensure one of the engineers remains available at **Your** specified time. Please advise **Your** CAM if **You** would like to make this arrangement

9. Out of scope:

Except for AMC support where **You** have committed to passing all **Your** call traffic (see E: 4.1), a case will be outside the scope of the help-desk and passed to **Your** CAM where it:

9.1.   Exceeds the allowed time (see 1.3) and there's no prospect of an imminent fix

9.2.   Is not a fault (defined as previously working and doesn't now) or administrative

9.3.   Is too complex/dangerous to be done remotely (i.e. may further impact **Your** business)

9.4.   Requires Customer action (e.g. approve purchase of licenses or hardware upgrade)

10. Persons able to place fault calls:

10.1. **You** should nominate 2 primary contacts to liaise with the help-desk   This is to ensure:

10.1.1. Consistent cross-training with one or two individuals

10.1.2. A controlled response to a fault (avoid multiple calls on the same problem)

10.1.3. They have the authority to proceed should the incident become chargeable (non-fault or outside help-desk scope)

10.2. It is therefore important that **You** advise **Us** of any authorised contact changes

In the event of an emergency (and neither of the nominated contacts are available), **We** will still ultimately respond to the request *from any member of **Your** organisation.* In the event that the response is chargeable, **You** either need to establish any internal control processes or request a cost control flag is set against **Your** account (see next)

11. Cost control flag:

11.1. It is assumed that **Your** 2 nominated contacts have the full authority to authorise chargeable help-desk calls.

11.2. If **You** do not want **Us** to make this assumption, then please ask **Your** CAM to set a flag on CRM to always seek authorisation before any chargeable remote work is carried out. Clearly this may cause delay in **Our** response to any help-desk requests.

B.   Contacting the help-desk

Contacting the help-desk varies across the 3 time periods, as set out in the General Terms:

1. Standard Hours

1.1. Contacting Us:

- Call **Us** on 0844 770 7000 –or-
- Email **Us** on: customerservices@intralan.co.uk

For details of what is included in the help-desk support during *Standard Hours*, please refer to the Service Handbook for that **Service**

2. Extended Hours

This Service is provided on a best endeavours basis only.

2.1. Contacting Us:

2.1.1. Please use the usual 0844 770 7000 number (not email) and select 1 for *Extended Hour* assistance. **You** will then be prompted to leave a message (please remember to leave a contact number). **We** will call **You** back within a reasonable period to explore how **We** may assist

2.1.2. In the event **Your** request involves access to an engineer, then this will be chargeable:

    a)   If **You** agree, a suitable engineer will contact **You** in due course

    b)   If **You** don't agree, **You** will need to place the request for the help-desk during *Standard Hours*

2.2. *Extended Hour* engineering charges:

2.2.1. An engineer will provide up to 30 minutes support for the *Extended Hours* initial charge (currently £250)

2.2.2. Thereafter, it is entirely at the engineer's discretion whether to continue or suspend until returning to *Standard Hours*. If both parties agree to continue, then the following charges will apply:

- Until 22:00 at 2x **Our** normal chargeable help-desk rate (currently £2.50 per minute)
- Thereafter at 3x **Our** normal chargeable help-desk rate until *Standard Hours* again

2.3. All charges stand, regardless of the success of the outcome

2.4. The engineer can call a halt to any further works after the initial 30 minutes and log the call for **You** on the help-desk to be resumed during *Standard Hours*

2.5. The engineer will complete the call notes on CRM on return to *Standard Hours*.

3. Business Continuum

This Service is <u>exclusively</u> for the use of customers with a *Business Continuum* contract <u>and</u> have a genuine Disaster Recovery situation.   It is available 24/7/365

3.1. Contacting Us

3.1.1.   During *Standard Hours*:

a)   Please call the regular number (0844 770 7000) when the help-desk or **Your** CAM can assist

3.1.2.   Outside *Standard Hours*:

a)   Please limit calls to genuine emergencies that cannot wait to the next *Standard Hours* period

b)   Call the regular 0844 770 7000 number (i.e. don't use email) and select option 2 for Business Continuum emergency support

c)   **You** will then be passed through to an IntraLAN Director's mobile where we can assess **Your** requirements and agree an action plan