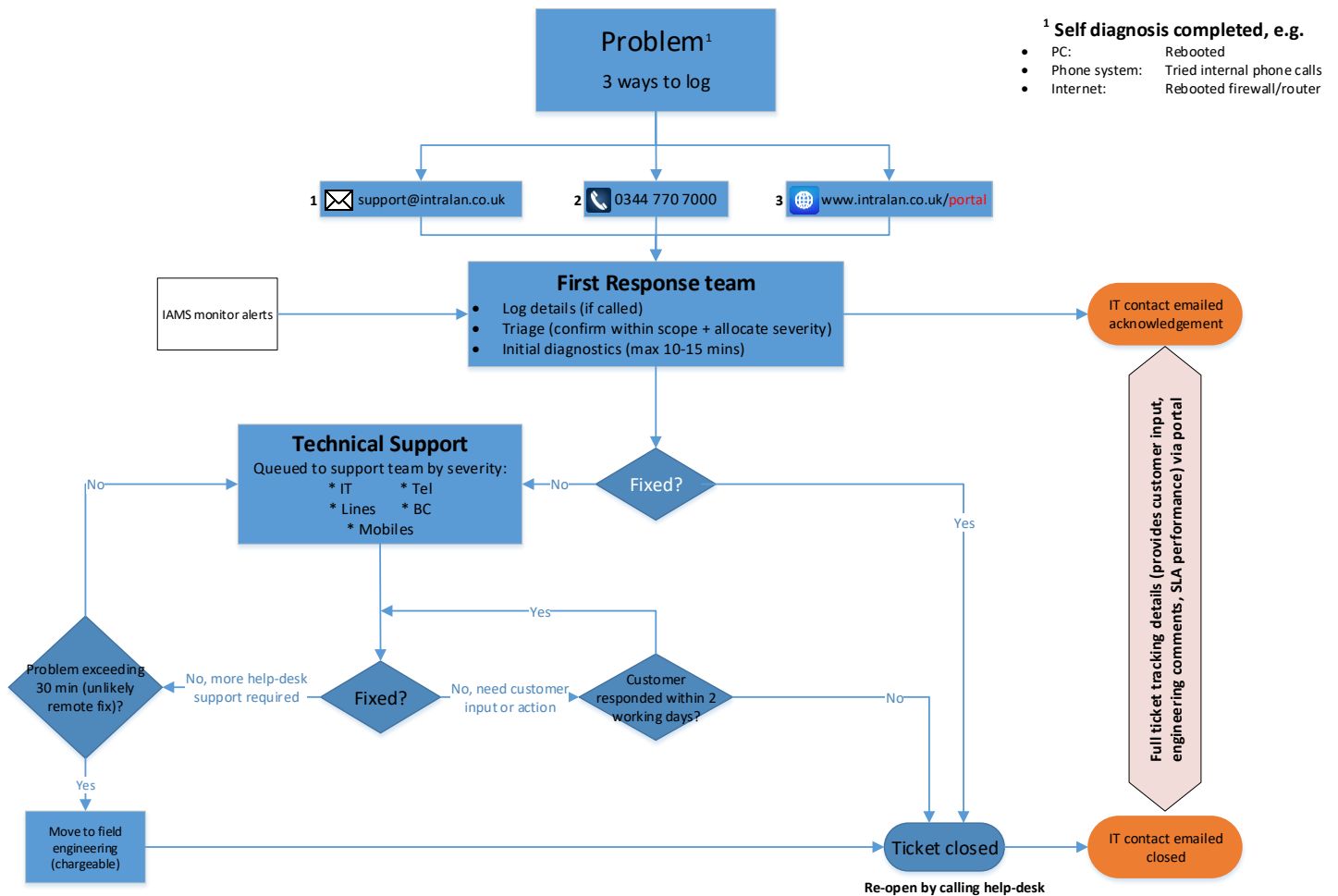


# IntraLAN help-desk policy

This policy 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 relevant Services Schedule (and where any conflict exists, the specific Service section shall prevail)

## Overview



## A. Help-desk during Standard Hours

Where a help-desk facility is included in the Services Schedule, this included at no extra cost provided it is within scope and dealt with during Standard Hours.

**Standard Hours: Monday – Friday, 08:00 – 18:00 except English Bank holidays and from noon on a Christmas Eve.**

**For support outside Standard Hours, see section B**

### 1. Logging a fault:

They can be raised by:

- 1.1. [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 tickets are still logged and any servers' entire detailed history is available on request.
- 1.2. Raised by You by (phone, email, portal):
- 1.3. Raised by an IntraLAN engineer
- 1.4. Raised by Your CAM (usually following a discussion with You)
- 1.5. 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

### 2. Triage:

All requests for help-desk support are initially reviewed by the First Response team when they will be either:

- 2.1. Rejected as *Out of Scope* and referred to Your CAM to discuss further with You – or -
- 2.2. Accepted as Chargeable (see 9) – or -
- 2.3. Accepted and allocated a unique ticket number & severity (triaged). Your nominated contacts will then receive an email confirming the ticket number, one-line description and the severity allocated. Within reason, if You believe the allocated severity does not match the circumstances, please contact the help-desk and if still not happy, Your CAM

### 3. Severity:

The First Response Team will use the following guidelines when allocating a severity:

- 1: Entire organisation profoundly affected
- 2: A function (e.g. email) is affecting the entire organisation
- 3: A function is affecting a single user

### 4. Progression:

- 4.1. You can view the full history/progress of any ticket through the portal at any time
- 4.2. All accepted tickets will have an initial review (around 10-15 mins) by the First Response team to clarify the problem, understand what has been done to this point and in case there is a simple fix. If unsuccessful, any additional information (including what the First Response team has already tried) is escalated to the Technical Support team appropriate to the issue.
- 4.3. The Technical Support team will then respond to the ticket within the appropriate severity level. This may involve a preliminary investigation (e.g. dial in to a server) and/or contacting You for more information.
- 4.4. If a help-desk engineer needs to contact You and You are unavailable, the ticket 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.
- 4.5. You will be updated automatically by our ticketing system as the ticket progresses; these are emailed to both the primary contact and the ticket logger
- 4.6. If We do not receive a call back from you within 20 Working Hours (i.e. 2 days), We will automatically close the ticket as "Timed Out" (although it can be readily reopened, see 6)

### 5. Closing a ticket:

- 5.1. You will receive a ticket closure confirmation email when it has been:
  - a) Closed, ticket fixed, or
  - b) Closed, ticket timed out (no response from You after 20 Working Hours); or
  - c) Closed, no fault found (couldn't observe or replicate the problem)
- 5.2. You will be contacted by Your CAM when:
  - a) Closed, ticket escalated to field engineering
  - b) Closed, ticket passed to Your CAM for further action such as upgrade required

### 6. Re-opening a ticket:

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

## 7. Multiple concurrent tickets:

In the event of multiple concurrent tickets (with different issues), please ensure any updates are applied to the correct ticket number. We may ultimately merge multiple tickets 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 a home worker). However, the help-desk is largely event-driven (e.g. other in-progress tickets can run past Your preferred call-back time, a Severity 1 may take priority etc) and therefore We cannot guarantee a specific call-back time. If a specific call-back time is essential, You can book a one-hour chargeable engineering slot to ensure one of the engineers remains available at Your specified time. Please advise Your CAM if You would like to use this facility

## 9. Out of scope:

Each Service Schedule will set out what is covered by the help-desk and therefore anything else is “out of scope”. The following may also render a request for support out of scope:

- 9.1. Issue entirely outside our control, for example (but not limited to):
  - 9.1.1. power cut
  - 9.1.2. issue within 3<sup>rd</sup> party application software
  - 9.1.3. issue caused by software or firmware updates
  - 9.1.4. hardware fault (although We may liaise on Your behalf)
- 9.2. Exceeds the allowed time (specific to each Service Schedule) and there’s no prospect of an imminent fix
- 9.3. Is too complex/dangerous to be done remotely such as firewalls as this may further impact Your business (may be addressed by on-site engineering)

**Most issues can still be addressed on a chargeable basis. If You have any concerns, please discuss with the help-desk manager in the first instance or Your CAM.**

## 10. Persons able to place fault calls:

- 10.1. We prefer that only the Primary contact logs the fault so:
  - 10.1.1. Consistent knowledge/cross-training
  - 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 due to being out of scope
- 10.2. It is therefore important that You advise Us of any authorised contact changes

In the event of an emergency (and the primary contact isn’t available), We will 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 (chargeable tickets):**

If You require pre-authorisation for any chargeable works, please indicate this on either the Order Form or in writing to Your CAM

**12. SLAs:**

The following are our target response times (all Standard Hours).

<b>Service</b>	<b>Severity 1</b>	<b>Severity 2</b>	<b>Severity 3</b>	<b>Chargeable</b>
NetCare	1 hour	2 hours	4 hours	By negotiation
Telephony	2 hour	4 hours	8 hours	
Lines	2 hours			

## **B. Help-desk during Extended Hours**

Extended hours are Monday – Friday, 08:00 – 22:00 (when not in Standard Hours).

### **1. Contacting Us:**

- 1.1. Please use the usual 0344 770 7000 number and follow the prompts.
- 1.2. A First Response team member will call you back within a reasonable period to explore how **We** may assist

### **2. Charge criteria**

#### **2.1. Non-chargeable:**

- 2.1.1. Calls that do not require an engineer are non-chargeable. Examples include logging a line fault (which will be dealt with as per the line SLAs), to report a lost phone etc.
- 2.1.2. Calls that log a fault that can be left to the next Standard Hours period.

#### **2.2. Chargeable:**

- 2.2.1. If You elect to escalate the issue to an engineer and cannot wait until the next Standard Hours period, then You are agreeing to be charged as set out in section 3. *This is regardless of the cause* (even if the issue would have been done at no charge during Standard Working hours).
- 2.2.2. This service is provided on a best endeavours basis and is not guaranteed, nor do the standard SLAs apply

### **3. Charges:**

- 3.1. The initial charge is £275 +VAT which includes the first 30 minutes
- 3.2. Thereafter, it is entirely at the engineer's discretion whether to continue or suspend until returning to Standard Hours.
- 3.3. If both parties agree to continue, then the following charges will apply:
  - Between 08:00 - 22:00 @ £275 per hour or part thereof
  - Between 22:00 – 08:00 @ £375 per hour or part thereof
  - During Standard Hours, the normal hourly rate applies
- 3.4. All charges stand, regardless of the success of the outcome
- 3.5. The engineer will complete the ticket notes on return to Standard Hours.