Service Desk Services
Service Definition

Cloud Support

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1.1. Service Definition

We provide a UK based service desk function that can act as your single point of contact for all end users between 8am and 6pm Monday to Friday excluding public holidays. We can offer a 24/7 helpdesk service to those organisations that require additional support out of hours and during holidays for an additional fee. Our service desk includes a cloud hosted ITSM platform that can be integrated with customers identity services to provide ends users with a seamless single sign on into the platform.

Our ITSM platform provides

- Single sign-on
- Configuration Management Database
- Dynamic asset discovery and inventory
- Change Management
- Service Catalogue with workflow approvals
- Customer facing Knowledge Base
- Service Desk Reporting
- Software License Management
- Omnichannel ticketing solution
- Incident and Problem ticket management
- Mobile application interface

Call Centre

A dedicated UK telephone number will be provided to the buyer for the raising of incidents and problems, whereby all calls will be answered within 30 seconds with a professional greeting. Calls to the service desk will be answered Monday to Friday 8am to 6pm or 24/7 depending on the level of service taken.

Call Management

Incidents that are raised via the helpdesk will be categorised and tagged appropriately and assigned to the relevant team/analyst. Any updates to the ticket will automatically trigger an email notification to the requester to keep them up to date with the progress of their ticket. The analyst will ask for additional information and acquire the detail required to support the progression and resolution of the incident. The requestor can respond via email to update the ticket or login via the online portal.

Quality of Service

Each week a number of Incidents dealt with by individual analysts are checked for the quality of call logging and handling, this would include:

- Case assigned with SLA
- Correct categorisation set and appropriate case subject set
- Correct priority level set
- Professional communication and ownership throughout lifecycle of Incident, with frequent and accurate updates
- Clear communication of resolution, with accurate and appropriate resolution notes

Trend analysis is carried out to ensure that Service Improvement Plans can be put in place where necessary. If there is a trend of a particular type of Incident being logged, this will also be captured and included in a Continuous Service Improvement Plan (CSIP), which will be owned by OGEL IT, but may include the buyer and 3rd parties.

Out of hours

If the provided service is 24/7, calls will be answered by an available agent, logged and progressed either with a first contact fix, if possible, or assigned to the appropriate resolving team for the next working day. If the service is core hours only the user will be presented with a customisable greeting and offered to leave a voicemail which will raise an automated ticket to be picked up within 30 minutes of the next core shift starting. This Incident will then be progressed in the normal in hours process.

Email Support

An email address will be provided with new inbound emails automatically converted into a ticket whereupon the requester will receive an automatic email notification advising them that their ticket has been raised.

Any replies to this email from the requester will automatically be added as an update to the existing ticket within the service desk.

Self-Service Portal

The OGEL IT online self-service portal will give the buyers staff the ability to log in and raise new incidents and requests, as well as offering the ability to check on the status of existing tickets and update them. The self-service portal will also provide the buyers staff with access to a knowledge base with articles to assist on common queries and requests.

A service catalogue will be accessible via the self-service portal where users can submit requests for new services, with approval workflows built as necessary. Workflow approvals allow the buyers defined approvers to receive and approve requests via email.
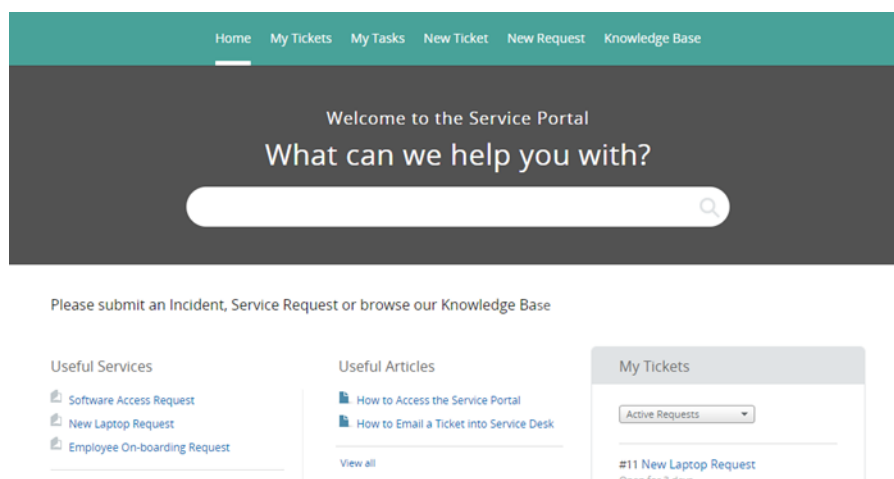

Figure 1 - Example of the Self-Service Portal

Service Desk Analysts

The service desk analysts responding to incidents, problems and requests will maintain a high level of professionalism and have the required skills and experience to triage and troubleshoot incidents and process requests. This includes strong customer service and communication skills.

All analysts will have received an overview of the buyer's organisations both from a business perspective and from a technical perspective, giving them a good understanding of the business and the IT infrastructure.

Where necessary the service desk analysts will escalate incidents to 2nd and 3rd line support teams ensuring the required information and troubleshooting diagnostics are gathered and passed over. The service desk agent will liaise with 2nd and 3rd line, and 3rd party suppliers where necessary and keep the requester up to date with progress throughout the lifecycle of the ticket.

Distinct resolver groups will be created for specific teams and 3rd party suppliers, with automated workflows configured to notify the relevant team/staff when tickets are assigned to them. The service desk analysts will own the ticket from start to finish, liaising with other teams and suppliers and keeping the requester up to date with progress and expected timelines throughout the lifecycle of the ticket. Service desk analysts will provide advice and guidance where required and refer the buyers staff to existing knowledgebase articles where available.

The Knowledge Article Database is reviewed on a regular basis to ensure that all Articles are relevant, up to date and useful, both for the Service Desk Analysts, Deskside Engineers (where in place) and users.

Deskside Engineering / Tech bar

We are also able to offer deskside engineering resource onsite as an extension of our virtual service desk to enhance the service offered by performing onsite inventory, consumable replacement, device build & replacement of faulty assets, fully managed hardware repair service and white glove handouts. Tech Bar can be set up in a number of different ways, which may include the engineers logging the Incidents into the toolset on behalf of the user, but most importantly ensuring that the Incidents are fully managed to resolution with a hands-on approach. This service can be tailored for specific users groups such a VIPs or can be adapted for the general user population. OGEL IT would seek to work with the buyers organisation to investigate ways for other information to be provided to the users in these areas, such as screens with rolling presentations providing company updates and information, FAQs, or any other relevant information.

Both enhanced service offerings are charged using our advertised rate card.

Major Incident Management (MIM)

In the event of a P1 Incident, a MIM would take complete ownership of the management of resolution of the Incident. This would comprise of being first point of escalation when P1 Incident is raised, engaging with all buyer staff, resolving teams and 3rd parties. Ensuring that all parties of kept up to date with any developments, are driven to provide updates communicate with each other and instigate any agreed workarounds. On resolution of the P1, a Major Incident Report (MIR) would be produced to provide a summary of actions taken, agreed resolution and actions and timescales should any further information be required.

Data Protection Legislation

The helpdesk tooling will contain user information which will consequently be classed as personal data in respect to GDPR and other data protection legislation. Under those circumstances and for the purposes of GDPR, it is acknowledged that OGEL IT is a Data Processor and the buyer is the Data Controller. As such, it is the buyer's responsibility to ensure that the nature, scope and purpose of the data processing are clearly defined and that all necessary permissions to process the personal data are in place.

1.2. Support Level Options

Support Type	Level 1 Support
Charge	See pricing document
Minimum spend	200 users
Support Hours	8am to 6pm Monday to Friday
24/7 Support	Available – see pricing document
Online Portal	Yes
Online Chat	No
Email	Yes
Telephone	Yes – Dedicated number charged at National Rate
Response Targets	Yes
Resolution Targets	Yes
CMDB	Available – see pricing document
Service Catalogue Development	Available – Monthly fee or ad-hoc via rate card
Deskside Engineering	Available – see pricing document
Major Incident Manager	Available – see pricing document
ITSM Tooling Access by buyer/3rd party	Available – see pricing document
Continual Service Improvement Programme	Available – Monthly fee or ad-hoc via rate card
Dedicated Account Management	Available – Monthly fee or ad-hoc via rate card (Monthly service reviews are inclusive of base charge)

Support Tier	Description
Level 1 Support	Helpdesk Agent, taking calls from end user. Triaging incidents
Level 2 Support	Technical Support, 2nd line. Providing initial troubleshooting and investigation
Level 3 Support	Technical Support 3rd line. Providing escalation of technical issues from 2nd line. Interacting with vendors for support.

1.3.   Incident Priority Response & Resolution Times

Severity	Response Time	Resolution Time
Priority 1 (P1)	1 hour	4 hours
Priority 2 (P2)	4 hours	72 hours
Priority 3 (P3)	48 hours	120 hours

1.4.   Service Constraints & Requirements

- All services to be covered by SLA must have a vendor escalation point for bug fixes and fault investigation. If vendor escalation is not available there may be restrictions on the support that can be provided, and associated SLA offered.
- Resolution targets are dependant on other 3rd party providers and any associated OLAs. If this service supplements our Technical Escalation and Support service, we can offer end to end resolution SLAs. In either scenario these will be reported as part of the monthly service review.
- The Service Desk can interact with other 3rd party ticketing systems however there are limitations with API integration between different systems and so additional charges may apply to implement system integration based on our advertised rate card. Our service desk will manage tickets manually across multiple systems if required and options to use buyer provided systems may be possible.
- Service Desk is offered with a minimum term of 1 year.

1.5.   Staff Clearance & Accreditations

All staff are UK Based, BPSS cleared as a minimum and we have 3rd line resources and consultants available that hold Security Clearance.. All staff who join the team are required to complete a minimum of ITIL Foundation & MS Fundamentals accreditations within the first 6 months or employment.

1.6.   Data Storage

Our systems are all hosted within the EU and most are within the UK, please get in touch should you need further information.

1.7.   Service Reporting

All our support services include a monthly service report detailing our KPI targets and performance against those targets.

1.8.   On-boarding

On-boarding to our service desk service follows our 5 step process which is charged using our advertised rate card.

Analysis & Investigation

Planning & Design

Implementation & Configuration

Service Validation, Testing & Acceptance

Transition & Go-Live

Analysis & Investigation – A review will be carried out across the entire IT environment of the buyer's IT landscape to base line and catalogue the environment (systems, assets and documentation). This will assist in identifying any remediation work and help prioritise and agree key deliverables for Go-Live.

Planning & Design - Working with the buyer, we will define the tools, processes, resources and timescale for a successful service support launch based on the agreed key deliverables identified in Stage 1.

Implementation & Configuration – We will implement the configuration as per design including tooling, licensing, discovery agents and workflows. Customer portal and IVR will be customised and tested. We will also carry out any remediation work to the environment identified as part of the analysis & Investigation. Change management processes will be in place to successfully transition. Infrastructure, Network and Security monitoring where required will setup.

Service Validation, Testing & Acceptance - Review and validate the implementation stage. Testing of processes, tools and system monitoring. Validation of acceptance criteria. Define Transition approach. Customer sign-off for Transition.

Transition & Go-Live - Migrating the Authority support services to OGEL IT to include tool configuration, processes documentation, users, outstanding tickets (incidents, problem, service requests and change requests). Service successfully transitioned. Communication to the buyers end users, support groups and 3rd Party suppliers.

1.9.   Off-boarding

Off-boarding from our Service Desk is charged using our advertised rate card. We provide an off-boarding document prior to the end of the contract to assist buyers with planning to off-board. We are happy to work with new suppliers to assist in transitioning the services over.

06/05/2024

1.10. Ordering process

All OGEL IT G-Cloud services can be ordered by contacting the sales team by emailing gcloud@ogelit.com.

For G-Cloud services please go to the https://www.digitalmarketplace.service.gov.uk/ search for 'OGEL IT' to browse available services or by contacting gcloud@ogelit.com

1.11. Invoicing process

Payments terms are 30 days' net from date of invoice, Payment of invoices will be made in pounds sterling