

RESILIENCE PLANNING SERVICES LTD

Support Desk & Out of Office Hours Service Definition

Resilience Planning Services Ltd will provide an effective and efficient Support Desk, predominantly via an email ticketing system and an Out of Office Hours functionality to primarily manage the ResilienceDirect web-based service owned by the Cabinet Office, Resilience Directorate, Economic and Domestic Secretariat, and other equivalent products.

Resilience Planning Services will manage a range of support functions when dealing with enquiries from user communities encompassing full geographical flexibility and always remains receptive to users' needs. The Support Desk core hours of business that Resilience Planning Services will maintain are from 07:00hrs – 19:00hrs Monday to Friday. Weekend coverage will also be managed to a maximum of 1 hour on a Saturday and 1 hour on a Sunday. The Out of Office Hours support will provide a fully functional provision during the hours of 19:00hrs – 07:00hrs Monday – Friday and 24hrs for all Bank Holidays, Saturday, and Sundays. The Out of Office Hours Support will also provide an emergency contact telephone number and Information Management reports capability

The Support Desk will always be resourced by a minimum of one full time equivalent member of staff experienced and qualified to a minimum level of standard support during key operating hours of 09:00hrs – 17:00hrs Monday – Friday often supplemented by an additional senior member of experienced staff. Additionally, a Support Desk Supervisor will be available to manage all 1st line support enquiries received from the Support Desk Operator during the hours of 07:00 – 19:00hrs. One On-Call member of the Out of Office Hours Support Team will be available on a 24/7/365 basis to assist with the buyers National On-Call colleagues to offer guidance, advice, and support for the first 60 minutes of an emergency predominantly between the hours of 19:00 – 07:00hrs Monday to Friday, as well as 24hrs on a Saturday and Sunday.

Resilience Planning Services will provide a first line support functionality to all the User community offering the following services predominantly for ResilienceDirect and other support desk products via email, however, the opportunity to use telephone and web chat options are also available.

Resilience Planning Services can support the following tasks :-

Support Desk Supervisor

- Contribute towards the design and assurance for web-based products including ResilienceDirect
 - Agreed deployment by the buyer to meetings, seminars, workshops, exhibitions, and exercises agreed between parties
 - Assisting where possible to the development of the ResilienceDirect platform
 - Provision of training and guidance packages requested by the Resilience Academy, Local Resilience Forums, Emergency Preparedness Groups and Regional Resilience Partnerships
 - Provision of training and guidance packages to either single or multi-agency stakeholders
 - Ensure full audit functionality for the ResilienceDirect community reporting directly to the buyer
 - Liaise with Local Resilience Forums on behalf of ResilienceDirect
 - Providing quality assurance testing
 - Liaise and collaborate with multiple stakeholders
 - User Acceptance Testing (UAT) as directed by the buyer
 - Weekly analytical report on enquiries received for all support desk products
 - Appropriate checks to ensure that the systems are running correctly during the times identified above.
 - Advice to the User community on best practice, design and usage of the service
 - Collation of all user stories from the User community reported to the buyers
- Following agreed discussion between buyer and supplier, deployment of additional highly skilled staff to assist with emergencies when necessary.
- Ensure that experienced Support Desk staff prioritise and assess all enquiries received daily
 - Provide an effective Out of Office Hours support functionality
 - Management of registrations for Collaborate, Mapping and Single Sign On or equivalent
 - Resolution of all User enquiries for both Collaborate & Mapping or equivalent support desk products
 - Amendments to User profiles and Groups for all support desk products
 - Management of deactivations of Collaborate, Mapping and Single Sign On accounts or equivalent support desk products, when appropriate
 - Creation of Group pages for all support desk products
 - Creation of new Groups & Working Groups for all support desk products where applicable
 - Ensure that Resilience Planning Services are always receptive to users' needs and requirements
 - Management of third-party support desk software to manage ticket resolution on behalf of the buyers' customers in relation to ResilienceDirect or other support desk products. This management excludes the requirement for the supplier to amend or change any IT technical requirements necessary during the contract. However, the supplier will always work closely with the buyers'

subject matter expert to ensure that all IT requirements are managed successfully.

Standard Daily Support Desk

- Management of new accounts for Collaborate, Mapping and Single Sign On or equivalent.
- Resolution of all User enquiries for both Collaborate & Mapping or equivalent support desk products
- Amendments to User profiles and Groups for all support desk products
- Management of deactivations for Collaborate, Mapping and Single Sign On accounts or equivalent support desk products, when appropriate
- Creation of Group pages for all support desk products
- Creation of new Groups & Working Groups for all support desk products where applicable
- Advice to the User community on best practice, design, and usage of the service
- Management of third-party support desk software to manage ticket resolution on behalf of the buyers' customers in relation to ResilienceDirect or other support desk products. This management excludes the requirement for the supplier to amend or change any IT technical requirements necessary during the contract. However, the supplier will always work closely with the buyers' subject matter expert to ensure that all IT requirements are managed successfully.

Standard Daily Support Desk Response Times

Response times for managing email enquiries via the ticketing system received into the Support Desk are detailed below. The number of minutes detailed are maximum timescales, and it is anticipated that all tickets will be answered well within these timescales. The matrix as detailed below, will assist with the prioritisation.

RESPONSE TIMES ONCE NOTIFIED OF ISSUE (MON – FRIDAY 07:00HRS – 19:00HRS)				
	IMPACT OF ISSUE			
URGENCY OF ISSUE		High	Medium	Low
	High	60 minutes	90 minutes	<u>90 minutes</u>
	Medium	90 minutes	90 minutes	120 minutes
	Low	120 minutes	120 minutes	180 minutes

The Support desk staff will prioritise and assess all enquiries and other equivalent products and assess them in the following order

Priority Level 1 – High Business Impact (Red)

ResilienceDirect users or equivalent product users are unable to log in to the web-based service or an organisation has complete loss of service for which no simple solution exists, and their work cannot reasonably continue.

Priority Level 2 – Medium Business Impact (Amber)

The ResilienceDirect user community or equivalent product users experience a significant or degraded loss of service such as inability to create new accounts, edit pages, send alerts and notifications.

Priority Level 3 – Low on Non-Urgent Business Impact (Green)

The ResilienceDirect user community or equivalent product users experiences a small loss of service such as an individual user being unable to log in to the web-based service or a user is unable to navigate around the system.

High & Medium impact issues are prioritised as appropriate and internal procedures will escalate to an appropriate level to ensure that all available resources are in place to assist with the issue.

Out of Office Hours Support Desk

Resilience Planning Services will manage any enquiries from the user community when dealing with a large-scale emergency which includes full geographical flexibility. The core hours of business that Resilience Planning Services will maintain for the Out of Office Hours support are from 19:00hrs – 07:00hrs Monday to Friday and 24hrs on Bank Holidays, Saturdays, and Sundays.

Resilience Planning Services will provide a first line Out of Office Hours support functionality to all User communities offering the following services predominantly via

email within a proven ticketing system. However, an emergency telephone contact number is also provided to the buyer so that in an emergency, contact on a 24/7/365 basis can be undertaken.

Out of Office Hours Support Desk Response Times

- Provision of an emergency telephone contact number available during key operating times as detailed above.
- Comprehensive management and support desk functionality during out of office hours (19:00hrs – 07:00hrs Monday to Friday) and weekends.
- Reporting any service issues identified to the Out of Office Hours support team
- Escalation triage is available at multi levels if required
- Guaranteed maximum response times
- One experienced member of the Out of Office Hours Support Team available on a 24/7/365 basis to assist with the buyers National On-Call colleagues to offer guidance, advice, and support for the first 60 minutes of an emergency requiring the use of the web-based service, ResilienceDirect or equivalent product as well as providing quality assurance to the buyer in relation to the quality of service delivered on a regular basis.
- A manual testing regime of accessing the web-based service on weekends and Bank Holidays will take place up to three times per day, usually morning, afternoon, and evening.
- Experienced support for the user community Out of Office Hours during an emergency
- A coordinated approach towards complete resolution to any service issues for the ResilienceDirect service or equivalent products
- Prioritisation of user community enquiries received into the Support Desk during a national emergency or live incident.
- Management of new accounts for Collaborate, Mapping and Single Sign On or equivalent support desk products during a live incident.
- Amendments to User profiles and Groups for all support desk products during a live incident.
- Creation of new Group/response pages for all support desk products during a live incident.
- Creation of new Groups & Working Groups for all support desk products where applicable during a live incident.

Resilience Planning Services will prioritise and assess all enquiries received to best serve the ResilienceDirect user community and other equivalent products during the out of office activities and specifically during an emergency or live incident.

Also available is an escalation triage capability to assist the buyer on multi levels.

Response times for managing enquiries received into the Out of Office Hours Support functionality are detailed below. The number of minutes detailed are maximum timescales, and it is anticipated that all tickets will be answered well within these timescales. The matrix as detailed below, will assist with the prioritisation.

RESPONSE TIMES ONCE NOTIFIED OF ISSUE (Mon – Friday 19:00HRS – 07:00Hrs 24Hrs Saturday, Sundays & Bank Holidays)				
	IMPACT OF ISSUE			
URGENCY OF ISSUE		High	Medium	Low
	High	30 minutes	30 minutes	30 minutes
	Medium	30 minutes	30 minutes	60 minutes
	Low	60 minutes	60 minutes	120 minutes

Experienced Support desk working to a minimum level of Support Desk Supervisor staff will prioritise all enquiries received from the ResilienceDirect user community and other equivalent product owners who will assess them in the following order

Priority Level 1 – High Business Impact (Red)

ResilienceDirect users or equivalent product users are unable to log in to the web-based service or an organisation has complete loss of service for which no simple solution exists, and their work cannot reasonably continue or assist with the current emergency or live incident.

Buyers On Call colleagues require assistance due to a national emergency or large-scale event.

First 60 minutes advice and support are included in the Out of Office Hours Support product.

Priority Level 2 – Medium Business Impact (Amber)

The ResilienceDirect user community or equivalent product users experience a significant or degraded loss of service such as inability to create new accounts, edit pages, send alerts and notifications or are unable to assist with the current emergency or live incident.

Buyers On Call colleagues require assistance due to a national emergency or large-scale event.

First 60 minutes advice and support are included in the Out of Office Hours Support product.

Priority Level 3 – Low on Non-Urgent Business Impact (Green)

The ResilienceDirect user community or equivalent product users experiences a small loss of service such as an individual user being unable to log in to the web-based service or a user is unable to navigate around the system or are unable to assist with the current emergency or live incident.

Buyers On Call colleagues require assistance due to a national emergency or large-scale event.

First 60 minutes advice and support are included in the Out of Office Hours Support product

High or Medium impact out of office hours faults are prioritised as appropriate. Internal procedures are in place should an escalation of the incident occur. Additional resources are available to the buyer should there be a large-scale incident or emergency that needs additional support. Specific details would be discussed and agreed at the time of the incident between the buyer and the supplier.

Resilience Planning Services utilises staff who have extensive operational experience in the planning, responding too and recovering from all levels of incidents when resolving issues received via the email ticketing system or telephony, whether the incident is based around a single or multi-agency incident. The Support Desk service staff also have experience when contributing towards assisting any major or large-scale Incidents which may have been declared. All staff will ensure as part of their daily role, that best practice is offered to all ResilienceDirect users including Local Resilience Forums, Regional Resilience Partnerships and Emergency Preparedness Groups or any user communities with equivalent web-based products.

Once the incident has drawn to a conclusion, a report will be made available to the buyer which will include the date, time and nature of the incident including any feedback received from the user community during its Out of Office Hours of operation.

Resilience Planning Services will also ensure that Out of Office Hours exercising takes place to ensure the quality of response and staff skills are maintained on a regular basis. This is to ensure that the buyer has full confidence in the high standard and quality of enquiries and incident responses to the user communities for ResilienceDirect and equivalent products.

Telephony Option

Resilience Planning Services are able to offer a telephony service to the buyer if requested by the buyer, which would utilise the skills of one fully trained standard support desk operator operating the telephone enquiry line and email enquiry service between the hours of 09:00hrs – 17:00hrs Monday to Friday. It is anticipated that enquiries received via the telephone system will take longer to solve compared to those received via the email ticketing system. However, the benefit of providing a telephone service includes: -

- Provides an alternative to customers to choose how they would like to communicate with the Support Desk
- High quality reactive communication channels
- Customer convenience
- Improves customer service and loyalty
- Ability to discover customer issues via personal contact
- Direct access to subject matter experts with vast operational experience

If telephony is activated, weekly reports will be made available to the buyer to better understand the nature of telephone enquiries received into the Support Desk and the time taken to manage the calls.

Telephone enquiries will be managed via a telephone queuing system and will be answered in order of receipt. Several options will be made available to the end user upon initial contact with the telephone enquiry support desk. Currently, no data is available to establish any trend as to the nature of the telephone enquiries or the length of time to resolve such enquiries and in this respect, it has not been possible to provide an approximate telephone enquiry resolution response time guide.

On-Line Web Based Chat Support

Resilience Planning Services are able to offer an On-Line Web Based Chat service to the buyer within the operating hours for the online chat service between the hours of 09:00hrs – 17:00hrs Monday to Friday in conjunction with the email enquiry ticketing system. It is anticipated that enquiries received via the on-line web-based chat enquiry line will take longer to solve compared to those received via the email ticketing system. However, the benefit of providing an on-line web-based chat service includes: -

- Allows customers to choose how they would like to communicate
- High quality reactive communication channels
- Customer convenience
- Improves customer service and loyalty
- Ability to discover customer issues via personal contact
- Allows communicating, interacting and/or exchanging messages over the internet
- Direct access to subject matter experts with vast operational experience

If on line chat is activated, weekly reports will be made available to the buyer to better understand the nature of on-line web chat enquiries received into the Support Desk and the time taken to manage these enquiries.

On-Line Web Based Chat enquiries will be managed within the current well established email ticketing system and will be answered in order of receipt. At this time, no data is available to establish any trend as to the nature of the on-line web-based chat enquiries or the length of time to resolve such enquiries and in this respect, it has not been possible to provide an approximate on-line web-based chat enquiry resolution response time guide.

General

Information Management will be available to the buyer which will include as part of the weekly reporting structure the data collected from the online ticketing system. Resilience Planning Services also confirms that any feedback received from the user communities during its hours of operation will be recorded so that the buyer has full knowledge of the community feedback.

Resilience Planning Services will maintain a full audit of all enquiries received into the Support Desk which will include the date and time the enquiry was received; contact details of the requester including their organisation and the nature of the enquiry; all responses will be captured and will contribute, where appropriate, towards the weekly reporting structure.

Resilience Planning Services will also ensure that regular quality assessments and spot checks of enquiries received and recorded are undertaken on a daily and weekly basis. This is to ensure that the buyer has full confidence in the quality of responses to the user communities for ResilienceDirect and equivalent products by Resilience Planning Services.

The only technical requirement required to manage the web-based service, on behalf of the Support Desk & Out of Office Hours service will be to ensure access to the internet. Additional locations have been identified should the Resilience Planning Services office location lose internet connectivity. Well-developed business continuity plans are in place to cover the loss of power outages, office locations and internet access. Resilience Planning Services has mitigated any of the above-mentioned risks by ensuring additional broadband lines with guaranteed download speeds in times of service providers restrictions due to large regional or national incidents out with of Resilience Planning Services control are available, as well as identifying alternative work locations and the provision of home generators.

The supplier will manage in collaboration with the buyer, the buyers preferred support desk software application for managing the email and on-line web base chat enquiries. This software application manages all the enquiries received from the ResilienceDirect community or equivalent user base.

Any IT technical requirements to manage the buyers preferred software application will be undertaken as a joint venture between the buyer and the supplier and any third party for example, Zendesk (the support desk ticketing system platform providers). If the buyer wishes the supplier to manage the IT requirements in its entirety, an additional charge to the buyer will be made for any IT subject matter experts that the supplier needs to resolve any IT technical issues monthly. This re charge will be based on direct costs received from IT technical specialist to the buyer.

Resilience Planning Services takes every effort to protect the information and the IT infrastructure against cyber-attack and works in alignment with the National Cyber Security Centre guidance for small businesses so that we can protect our

organisations' data, assets, and reputation. Resilience Planning Services will always ensure it holds the Cyber Essentials certification.

It is anticipated that Resilience Planning Services will provide an excellent Support Desk function but should there be any areas of concern raised by the buyer with regards to the quality and quantity of the level of service delivered, then it is expected that the buyer will enter into dialogue with the supplier in conjunction with an action plan to address these issues. In addition, and if appropriate, further discussions will take place with regards to raising credit notes in favour of the buyer to address these issues if they are not resolved or continue having been identified previously by the buyer.

Invoicing will be managed on a monthly in arrears basis with payment made within 30 days of the buyer receiving the monthly invoice.

Any expenses incurred by the supplier on behalf of the buyer whilst carrying out the buyers' requests will be reimbursed to the supplier on a monthly invoice basis. Such expenses include travel and subsistence and are exclusive of VAT.

Both the buyer and Resilience Planning Services, as part of the Terms and Conditions, have the authority to terminate the contract with a minimum of 90 days' notice once written confirmation has been received by either party if the reasons for termination relate to monies as identified within the contract. Both the buyer and Resilience Planning Services, as part of the Terms and Conditions, have the authority to terminate the contract within a minimum of 30 days' notice once written confirmation has been received by either party if the reasons for termination relate to anything other than costs relating to this contract.

All Resilience Planning Services staff are vetted to Security Clearance (SC) level.