

Service Definition

Passenger Assistance Platform – Service Desk

Service Overview

Transreport's Service Desk provides specialist technical and operational support for the Passenger Assistance (PA) platform within a regulated, safety-critical transport environment. The Service Desk supports the ongoing availability, reliability and effective operation of the PA platform, ensuring that both passengers and operational staff can rely on the service to deliver assistance consistently across the rail network.

The Service Desk is a platform-specific support service and is not a generic call handling or contact centre function. It is designed to operate alongside Transreport's cloud-hosted Passenger Assistance solution and the operational processes of rail operators.

Service Scope

The Service Desk provides first- and second-line technical and operational support for the Passenger Assistance platform, including incident management, service requests, and service monitoring.

The service is designed to support national-scale deployments and integrates with Transreport's wider service management and engineering functions to ensure timely diagnosis, escalation and resolution of issues impacting Passenger Assistance delivery.

Service Features

The Service Desk includes:

Technical triage and troubleshooting of the Passenger Assistance platform

Support for cloud-hosted application services and underlying infrastructure

Incident logging, classification, prioritisation and escalation

Management of service requests related to platform access, configuration and usage

Diagnosis of data, integration or workflow issues impacting service delivery

Coordination with Transreport engineering teams for defect resolution and root-cause analysis

Service performance monitoring and reporting

Operation under defined Service Level Agreements (SLAs)

Supported Users

The Service Desk supports:

- Rail operator operational staff using the Passenger Assistance platform
- Customer service, control and assurance teams reliant on Passenger Assistance data
- Operational stakeholders involved in the coordination and delivery of passenger assistance
- Where appropriate, the Service Desk may handle passenger-initiated contacts that relate specifically to the operation of the Passenger Assistance platform.

Service Levels

The Service Desk operates under defined SLAs aligned to the safety-critical nature of Passenger Assistance delivery. SLAs typically cover:

- Incident response times
- Incident resolution targets
- Escalation pathways for high-priority or service-impacting issues
- Service levels are agreed at call-off and reflect the scale, operating hours and operational requirements of the deploying organisation.

Service Hours

Service hours and coverage models are agreed at call-off and aligned to the operational requirements of Passenger Assistance delivery. The Service Desk is designed to support national operations and peak service periods.

Onboarding and Transition

The Service Desk is onboarded alongside the Passenger Assistance platform. Onboarding activities include:

- Familiarisation with the customer's operational environment and escalation structure
- Configuration of service management tools and processes
- Agreement of SLAs, escalation routes and reporting requirements
- No customer-side infrastructure is required to access the Service Desk.
- Outage, Maintenance and Change Management

The Service Desk supports the management of service incidents, including unplanned outages affecting the Passenger Assistance platform. Where planned maintenance or platform updates are required, these are managed through established change and communication processes to minimise operational impact.

The Service Desk acts as the coordination point for incident communication, escalation and resolution activities.

Hosting and Data Residency

The Passenger Assistance platform is delivered as a cloud-hosted service. Service Desk tooling and operational support systems are aligned to Transreport's hosting and security arrangements for the PA platform. Hosting locations and data residency arrangements are confirmed at call-off.

Security and Compliance

The Service Desk operates in line with Transreport's information security, data protection and access control policies. Support activities are delivered in accordance with applicable data protection legislation and aligned to the requirements of regulated transport operating environments.

Business Continuity and Disaster Recovery

The Service Desk operates under Transreport's business continuity and disaster recovery arrangements. These arrangements are designed to support the restoration of Service Desk operations and access to service records in the event of a major incident affecting service delivery.

Data Access, Retention and Exit

Service Desk records, including incident and request data, are retained in accordance with agreed data retention policies. At contract end, customers may request access to Service Desk records and reports relevant to their service, subject to data protection and contractual requirements.

Offboarding and Exit Support

On termination or expiry of the Service Desk service, Transreport will support an orderly offboarding process. This may include knowledge transfer, provision of service records, and coordination to support continuity of Passenger Assistance operations during transition.

Dependencies and Assumptions

The Service Desk is designed to support the Passenger Assistance platform only

The service assumes steady-state operational volumes unless otherwise agreed

Significant changes to service scope, volumes or service levels may require a review of service configuration and pricing

Bespoke customisation of Service Desk processes or tooling is not included unless agreed at call-off

Pricing Model

Pricing for the Service Desk is provided on a per-contact basis, reflecting the technical and operational nature of the service and the application of defined SLAs. Pricing assumptions and unit costs are set out in the associated G-Cloud pricing document.