IMPOSSIBLE.
DELIVERED.

UPtime Experience Gateway Service Document Solution Guide

V 3.0

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1. Overview Information

Digital Natives enter the Modern Workplace with today's high levels of expectation for intuitive, interactive online self-service options. It is no wonder that employees expect consumer-level IT self-service at their workplace. The way that corporate IT organizations meet employee IT needs has changed. How IT people and technology need to be better married together – to work "smarter" in delivering better services and support.

Rebooting the enterprise user experience:

- Greater focus on the user experience
- Provide the modern self-service and self-help users expect
- Secure, anytime, anywhere access
- Adoption of ITIL's continual service improvement practices

UPtime Experience Gateway is DXC's approach to providing fully integrated and automated Modern Workplace services to customers and to increase the overall value of Modern Workplace services by combining Automation, Analytics, and Intelligence.

- UPtime Experience Gateway sets us apart from our competitors in the Modern Workplace domain, providing additional value to our customers through automation, AI, and Experience Management. This is particularly significant as Modern Workplace solutions and products are increasingly being consolidated (e.g., MS Intune for Device Management; M365 for Collaboration), and these are the same choices of our competitors, also proficient in managing them. Consequently, UPtime Experience Gateway offers unique advantages exclusively to DXC in our proposals, distinguishing us from our competition.
- At its core is the functionality of allowing employees to request new technology, manage their existing technology and get support that enables them to be more productive. The ease of access to, and communication with IT, the quality of the offered self-service and self-help capabilities considering their consumer-world equivalents.
- The experience-led transformation framework ensures convergence of human-centered design and embeds the design into DXC's UPtime Experience Gateway solution that provides a set of interactive technologies and operating model to manage and consistently improve the user experience.

UPtime Experience Gateway is made of several modules / components which can be deployed on their own, integrated with other chosen modules, or as a whole. For instance, on a specific device management deal, UPtime Device Intelligence can be set up, but not the other modules since they are not in-scope of the deal. Exception here to the Marketplace, which depends on the implementation of the UPtime Experience Gateway.

The main elements comprising UPtime Experience Gateway are:

- A browser-based client application (Experience Gateway) with which users interact. As users navigate the UPtime Experience Gateway or Mobile App (custom option), the available products and functionality are personalized to them based on user and asset criteria.

- A suite of integrated analytics, workflows, and automations. These orchestrate the user journeys from across the UPtime ecosystem and automatically fulfil those requests and solve common incidents through self-heal and automation. The workflows and integrations join the Modern Workplace technology stack together from across the portfolio.
- The Analytics brings together Operational and Experience data to form user Journey's measured by XLA's (Experience Level Agreements).
- A Mobile App (custom option) as an additional channel for UPtime Experience Gateway, bringing more convenience and easy access to users, or for those cases where laptop or desktop is not available to the user.

These elements can be opted-in, opted-out and configured depending on the customer's needs.

The core capabilities of the platform include:

- **Device intelligence**: to monitor device performance and user experience, enable investigation, and remediation of employee experience issues in real-time and at scale
- **Omni-channel:** our AI-based virtual support agent, incorporates natural language processing and conversational artificial intelligence to automate the resolution of questions, issues, and requests
- **Integration gateway:** to connect systems faster with pre-built templates and integration patterns to automate workflows
- **Sentiment management:** capture and analysis of user sentiment to pinpoint priority areas for improving technology experiences, enabling Experience Level Agreement (XLA) to drive services, quality and user's satisfaction
- **Data Analytics:** combining operational data and experience data to provide significantly deeper customer insights
- **Automated Workflows:** Leveraging on customer ITSM or DXC Platform-X the automated workflows track and control requests from Users or IT.

The UPtime Experience Gateway solution is underpinned by a data-driven feedback loop and a continuous improvement team that analyses and detects problems, drives actions to integrate and automate to consistently improve customer experience.

UPtime Experience Gateway: A highly responsive, personalized, customer branded Gateway whether on browser or mobile provide access to Modern Workplace services like Service Desk, Support ticket interaction, Support Device Life Cycle, Access to Notifications, Knowledge for self-help. Track Asset information (HW/SW/services).

Automation: to automatically fulfil service requests, provide low-touch resolution with the aim to quickly return users to productivity. We will have automation scripts for the most common incidents and Service request fulfilment.

UPtime Experience Gateway integrations:

- UPtime Experience Gateway will integrate with (ITSM) IT Service Management solutions for System of record to provide – Incidents, Requests, Catalogue Knowledge, etc. whether it's client owned ServiceNow instance or DXC's Platform X. or a combination of both (in case ebond is setup between the two mentioned platforms by our service management practice)
- Integration with existing authentication and authorization solution to provide Single Sign-On such as Okta or MS Entra Id. Other authentication mechanisms will be added in the future.

- Integration with Service Desk to initiate a chat contact with a supporting agent (through or MS Teams) as one of the primary means of interaction with IT Service Desk solution.
- Integration with UPtime Digital Assistant through UPtime Gateway Experience Gateway or directly from the selected user Gateway (in case the Gateway is not the adopted solution), for AI assistance in resolving user incidents or service requests. The contacts with the Digital Assistant will be forwarded to an available live agent in case the Digital Assistant is not able to help the user.
- Agile Service Desk with Teams for Chat services within Service Desk.
- Integration with OEM vendors for direct Device-ordering or for Hardware Evergreen device management.
- We can integrate with customer HR systems for deeper personalization and tailored user experience via configurable workflows.

Workflows with the **Ability to consistently deliver seamless user experience**

- This includes On/Off-boarding Users, Auto approvals and direct equipment / accessories / software ordering, part of Device life-cycle automations like – Device Request, Device Refresh, Device return, Device break/fix, etc.
- Manage device model visibility and refresh processes based on stock availability.
- Flexible enterprise workflows configurable to BUs

Notifications include User and group notifications, with the choice to define User notification preferences, Multichannel notifications as well as Password reset notification**.**

Analytics: to continuously monitor and improve user experience by leveraging automated operational data (O-data) and experience data (X-data) reporting and analytics to derive insights and to make automated (where appropriate) data-driven decisions. This function is provided by the corresponding modules, e.g. Device Management modules.

Preventive and self-heal by ingesting, analyzing, and acting on telemetry and operational data helps predict and prevent issues from happening. This function is provided by the corresponding modules, Device Management modules.

1.1 The Modern Workplace Solution Framework

UPtime Experience Gateway lives within and is a key contributor to the Modern Workplace solution framework. The solution framework includes components from across the Modern Workplace portfolio and customer systems. It is broken into six key elements, described below are the UPtime Experience Gateway portions of the framework.

1.2 Systems of Experience Layer

These are the systems we present to users to interact with, such as the UPtime Experience Gateway or Microsoft Teams (as a custom option). UPtime Experience Gateway manages all service interactions through these systems.

- **The UPtime Experience Gateway**, an intuitive one-stop shop where users can find what they are looking for, exactly when they need it. The Gateway is designed with user experience at the forefront. Users can access the UPtime Experience Gateway through their device browser, being a desktop, laptop or mobile device.
- It is incorporated with **Marketplace** to facilitate the choice of devices, accessories, software, and services.

Through UPtime Experience Gateway, users can perform various activities including:

- **Omni-channel Digital Experience & Support:** UPtime Experience Gateway has an option for users to start a chat with service desk as it will be integrated with Voice and Chat channels. Can also be integrated with our UPtime Digital Assistant, with advanced natural language processing to automate resolution of employee questions, issues, and requests with personalized responses.
- **Search for knowledge articles that will enable users for self-help**: To enable Knowledge Base Content search, UPtime Experience Gateway will be integrated with Customer ServiceNow or Platform X ServiceNow or the forthcoming DXC conversational AI capability. Through these knowledge articles, users will be guided to solve their common issues and request needs.
- **Global Search**: Showing additional UPtime information related to the search topic, this includes recent user requests, incidents, devices (for the users or for the user's team) and Marketplace.

Voice and Text based chat:

  - Ability to consume outage messages when you begin (before user enters the queue)
  - Ability to send outage messages whilst the user is waiting in a queue
  - Ability for the user to register they are impacted by an Outage whilst waiting in the queue
  - Customized welcome message when a user begins

- **View notifications**: Users will be presented with Outage notifications in the "What's New" section at the top of the Gateway and it can be customized, like target notifications to individuals, groups, or entire organization.
- **Access chat or voice support**: UPtime Gateway will have the option for users to start a chat with the service desk as UPtime Experience Gateway will be integrated with DXC Agile Service Desk Voice and chat channels. We can integrate UPtime Experience Gateway with Microsoft 365 workloads like Teams for Chat, Receive Email notifications as well as SMS/Text messages.
- **Mobile App** (custom option): Custom option as a project based for a customer branded UPtime Experience Gateway Mobile App (custom option) to provide an alternative and handy way to access Support Services and Device Management.

Through the UPtime Experience Gateway, users can perform various activities including:

- Search for knowledge articles that will enable users for self-help
- Access support through their medium of choice: voice, chat (via Microsoft Teams), web, or email.
- Perform device functions (report stolen, order new PC, etc.)

- Receive directed and personalized notifications relevant to their specific role (outages, status changes, new knowledge content)
- Review ticket content and status
- Users can access the Gateway from mobile, tablet or PC as the UPtime Experience Gateway platform is optimized for mobile and desktop
- Users can also personalize the interactions by selecting preferences for things such as notifications: type, channels, and frequency

1.3 Orchestration Layer

This layer includes the services and tooling Modern Workplace uses to control, configure, and manage customer's workplace environment. UPtime Experience Gateway brings Device Intelligence and Experience measures whilst the other components such as Device Management are provided by the rest of the offering portfolio. Each module will be provided by the specific offering modules.

- **Device intelligence:** using third party toolsets like 1E Platform, Nexthink or Lakeside Systrack (future) to monitor device performance and user experience, enable investigation, and remediation of user issues in real time and at scale.
- It provides a mechanism to take telemetry feeds from user devices, monitor for known events and trigger a corresponding workflow to drive automatic resolution. The data feeds can be from native tooling such as Microsoft Intune / Log Analytics or from third-party tools. UPtime Experience Gateway will interact with **Asset** Inventory/**CMDB** to maintain the device record which enables management of the device from request to provisioning to ongoing maintenance and retirement. We can enhance **software asset** inventory to provide better control, visibility, and compliance of customers' asset environments using Flexera as it is our preferred **Software Asset Management** solution and UPtime Experience Gateway integrates with it.
- Our **Agile Service Desk (ASD) Contact Center platform** makes available a chat web plug-in, or can integrate with Teams for chat channel availability, within Service Desk solution.
- **Password reset** solutions like Hitachi's SSPR or EntraID password reset portal are used to address one of the most common user issues, deflecting these contacts from the Service Desk directly to the selected password reset solution chosen for the deal, 24x7 available, and expediting their resolution and increasing user satisfaction.
- Using **Qualtrics as Experience Management** (XM) solution to capture, analyze and identify priority areas for improving everyday user experiences. This enables the Experience Level Agreement (XLA) deployment and measurement to drive services' quality and overall user satisfaction across IT. This is possible by providing a **feedback** channel for users to share their experience when using the services, and their experience can be addressed and improved as the services evolve over their lifetime.
- **DXC adopts Continual** development to address the key issues faced by users based on analysis of operational and experience data. This enables auto-fix, zero or low touch resolution to ensure quick return to productivity.
- **Email notifications** to be used as part of the automated workflows. These are consumed internally by UPtime Experience Gateway or can be consumed by third parties like Marketplace providers and OEMs. Emails are template based, and static wording can be easily customized.
- **Active Directory** interaction, as a secondary means to validate entitlements and assignments of resources like software or accessories, used for Virtual Desktop entitlement and assignment.

1.4 Systems of Record Layer

These systems contain records and data used throughout the Modern Workplace and UPtime modules. The content can range from CMDB data, incidents / service requests and their content, user data to Knowledge Articles. Some systems are customer owned, and others are provided by DXC.

- UPtime Experience Gateway will interact with **Asset** Inventory/**CMDB** to maintain the device record which enables management of the device from request to provisioning to ongoing maintenance and retirement.
- **UPtime Experience Gateway provides intelligent workflows** that are orchestrated with existing systems of record, the IT service management systems and the integrated Gateway designed with user experience at the forefront. These workflows minimize unnecessary distractions whilst maximizing the impact of any information or action that a user must or may wish to take.
- Integration with existing **IT Service management** mechanisms and using client authentication and authorization channels, and collaboration channels. ITSM services are either provided in the client-owned ITSM System (Catalogue, Knowledge, Asset, and Incident) or DXC's Platform X service or any other third party ITSM toolsets like Service Manager, S-MAX, etc. DXC uses microservices to integrate as a standard approach to connect with the various tables in the ITSM environment.
- Integration with MS EntraID which provides additional management and control of users and IT capabilities.

UPtime Experience Gateway is flexible enough to integrate with HR databases like HRMS, Workday and other finance/payroll systems based on the unique requirements for the client.

The main integration functions with ITSM are:

- Enable users through the UPtime Experience Gateway to create incident and service request tickets, in the customer's ITSM ticketing system; and consult their status through their life up to resolution and closure.
- Search for knowledge using the end point ITSM search capability under the context of the user performing the search
- Return knowledge articles and their content, including attachments
- Provide knowledge article feedback; if an article is useful, rating and comments, including explicit feedback if the rating is low or article is found not useful.
- Update knowledge article view counts

- **Catalogue & Request:** The UPtime Experience Gateway solution will leverage on ITSM Catalog containing devices and software. The various catalogue entries can be curated into bundles which are made available based on personas or needs (interlink with DXC MCP where applicable – Refer to the MCP Solution Guide). Users can track the request status through the UPtime Experience Gateway. During this process the UPtime Experience Gateway will interact with DXC Asset Management capability to maintain the record be it Asset CMDB or Flexera and SCCM/Intune for Application Catalogue. It can be automated to get approval through Workflow and install an application automatically onto the device without user intervention.

- With the "**UPtime Experience Gateway**" self-service Experience platform, users request services in ITSM through the service catalog and browse knowledge articles to solve their own issues—without getting a technician involved.
- DXC UPtime Experience Gateway solution is integrated with our **Digital support** services, providing the user with a unified view of their devices, service requests, knowledge articles, open incidents etc.
- UPtime Experience Gateway would be integrated with customer supported ITSM and supported device management software (Intune) (others can be integrated via custom quote) to provide a single point of access to all Modern Workplace services provided to employees by DXC.
- **Search for knowledge articles that will enable users for self-help:** To enable Knowledge Base Content search, UPtime Experience Gateway will be integrated with customer's knowledge managed (KM) system (i.e., ServiceNow)
- **UPtime Experience Gateway** is flexible enough to integrate with HR databases like HRMS, Workday and other finance/payroll systems based on the unique requirements for the client.

1.5 Third-Party Integrations Layer

These integrations join services from our partners into our managed service wrapper providing increased optimization and automation. UPtime Experience Gateway provides integration into our prime OEM's such as HP, Dell, Microsoft, Lenovo etc., as an example for device procurement and provisioning.

UPtime Experience Gateway solution exposes a set of APIs for third parties to send information as part of a particular workflow.

- OEM Vendors: if part of the deal scope being solutioned, DXC UPtime Experience Gateway will be used to co-ordinate and orchestrate the device lifecycle logistics. DXC will manage logistics in conjunction with the OEM. DXC will generate requests from the OEM for fulfilment and shipping directly to the user, subject to the appropriate approvals.
- From the user perspective, while submitting an order for PC refresh or replacement through UPtime Experience Gateway, users will be presented with appropriate shipping options and confirm their delivery address with the ability to update their shipping address prior to the order being submitted. This is very useful especially during a crisis like the Covid-19 pandemic remote and hybrid workplace. This depends as well on the logistic model being agreed with both customer and the OEM(s) partner(s) in-scope for any specific deal, requiring a solution team to build and agree the device workflow from ordering to delivery with stakeholders of this process.
- UPtime Experience Gateway will keep the user informed with device shipment tracking details and relevant notifications.
- DXC standard approach is that, once the new device has been delivered, DXC will also manage the process for returning the old device, this is enabled by providing the user with shipping instructions. Processes are available for escalating and reporting on device return metrics and driving compliance where necessary. Again this requires a return of old device workflow to be solutioned and agreed between the involved parties.

- UPtime Experience Gateway will consume cloud service providers like Azure to host this integration functionality in the cloud as well as other partners supporting the client.

1.6 Integration and Workflow

This element joins the 4 layers together with a robust API ecosystem and pre-packaged workflows that form the user journeys.

- UPtime Experience Gateway acts as Integration gateway to connect systems with pre-built templates and integration patterns to automate workflows.
- **Automated workflows** are pre-configured for regular activities like PC lifecycle or Marketplace. These include on boarding /off boarding of users, common support actions, and equipment ordering with automated approvals. The UPtime Action Engine predicts and prevents issues from occurring, automating, and orchestrating many common processes and remediations, in many cases removing the need for user-initiated action.
- In each stage, Automated workflows (UPtime Action Engine) updates workflows and will examine status. UPtime hosts templated & configurable workflows and email templates. It is connected to ITSM/ServiceNow and with ASD & Microsoft 365 for Notifications.
- The UPtime Experience Gateway Automated Workflows can look for and help in many scenarios even if the resulting workflow is a notification to the user to reboot their pc. We create a library of events to watch and relate them to workflows and automations. The library is created using both a central and distributed approach. Centrally we analyze data from many customers to determine events to monitor, workflow and automate, while keeping it secure and confidential. Our distributed approach harvests automations from customers with this solution and bundles them up for re-use globally. This approach allows DXC to quickly deploy these to new Customers / new workplace environments and bring value very quickly (quick wins), significantly improving Customer's environment in the initial months of service.

The UPtime Experience Gateway provides a single point of access to all Modern Workplace services provided to employees.

1.7 Analytics and Automation

The UPtime Experience Gateway facilitates presentation of experience analytics and device intelligence analytics.

- **Employee Experience**: DXC will utilize qualitative (user research and insights) and the quantitative (change impact assessment) data points to bring users along on the journey and embedding new ways of working.
- **UPtime Analytics** incorporates operational data (devices, tooling, tickets, and telemetry) with experience data (problems, performance and sentiment) to engage users, through targeted notifications and predict or prevent issues. Analytics are performed on the combined data and provide better decision-making capabilities for the users and IT admins.

1.8 UPtime Experience Gateway Deployment Patterns

- UPtime Experience Gateway is delivered as cloud-based Software as a Service (SaaS) model for all deployment patterns and inherits the partner clouds SaaS availability. UPtime Experience Gateway will consume cloud service providers to host the Gateway services in the cloud as well as other partners supporting the client. In the case of prem components, then the condition will be different.
- UPtime Experience Gateway connections use secure HTTPS Rest APIs for Web interface to client browser. Data is not copied or replicated in UPtime Experience Gateway as we connect to it using APIs. It is hosted within the primary region per customer and is not replicated across multiple regions within the base service.
- DXC providing the **Digital Support Services** and **Modern Device Management Services** is mandatory for all UPtime Experience Gateway releases due to the nature of the Gateway and its focus. Other Modern workplace offerings like Modern **Workplace Asset Management** and **Intelligent Collaboration** can be integrated with UPtime Experience Gateway to make the most out of UPtime Experience Gateway platform.
- UPtime Experience Gateway integrates with the API solution at the end point, regardless of the ITSM platform it communicates to. DXC uses synchronous REST API's that are real time. HTTPS protocol is used for integration using TLS encryption. DXC uses a single service account to authenticate each API request.
- UPtime Experience Gateway integrates with (ITSM) IT Service Management solutions for System of record either Customer owned ServiceNow instance or DXC owned/managed Platform X instance or a combination of both.
- The ITSM system that UPtime Experience Gateway integrates to drive the main deployment patterns are as below.
    - System of record for Incident
    - System of record for Asset
    - System of record for User
    - System of record for Knowledge
    - System of record for Request
    - Catalogue (provided by either ITSM or third-party vendor, Approval & PC Workflow

- DXC provides three key deployment patterns for UPtime Experience Gateway at present, all of which are underpinned by the customer having both DXC Digital Support services and DXC Device Management services.

1. All ITSM services (Catalogue, Knowledge, Asset, and Incident) are provided in Customer's ITSM System.
2. Incident is provided in Customer's ITSM System and one or more of the other services are provided in DXC's Platform X.
3. UPtime Experience Gateway ITSM is provided fully with DXC's Platform X service.

2. Develop Solution Strategy

2.1 Standard Starter Storyboard

2.2 Capability Mapping Checklist

These lists help form the more detailed parts of each customer deployment pattern. Each section is broken into two parts

- Back End and Automated Workflows: These cover components such as cloud hosting, integrations, data, and analytics.
- Front End: These cover what the user sees and how they interact with UPtime Experience Gateway.
- Mobile App (custom option): covers a subset of component of the Front End and includes some specific Mobile-only features (like taking pictures of asset tag).

2.2.1 UPtime Experience Gateway Branding Customization

UPtime Experience Gateway is limited to the following customizations:

- The logo and company name in top left-hand corner
- The color scheme of the background
- The color scheme of the card types
- The quick links required by Customer
- The icons and colors of Digital Assistant.

2.2.2 Regional Settings

Users will see regional content such as the local phone number for the contact center, default language, default currency, and default measurement system.

2.2.3 Customized Notifications

In case the users' device lifecycle management is part of our solution, users will continue to be notified about major PC Lifecycle stages by means of email notifications. The UPtime Experience Gateway will guide the user through the process through UPtime Experience Gateway notification section, and through indicating the status of the PC assigned to them or returned by them in the "My Technology" section.

Approvers of any requests will also receive customized email notification and will see the pending approvals in the UPtime Experience Gateway.

2.2.4 SAML based Authentication / Single Sign On

UPtime can integrate with most industry standard authentication systems (e.g., Active Directory, AzureAD, ADFS, SailPoint, OKTA, Halo, PingID, etc.). Authentication will be based on integration into the customer SAML based authentication systems. Users will be prompted for Authentication prior to accessing the UPtime Experience Gateway.

- Users will be able to access the UPtime Experience Gateway through Microsoft, Google, and Apple web Browsers.

2.3 UPtime Experience Gateway Services

2.3.1 News & Knowledge

UPtime Experience Gateway will be integrated with a defined ITSM Knowledge system to provide important announcements for the IT environment.

- Any Outage articles are shown in the What's New section at the top of the UPtime Experience Gateway.
- Users are presented with a card at the top of the page
- The UPtime Experience Gateway solution provides these interactive technologies which codify the employee user journeys and use cases across all service towers

2.3.2 Device Information

Users can see all the assets assigned to them with and manage devices they are responsible for. When you click on the device/model, it will take you to the Device Details page. Users can perform the activities below with the assets/devices assigned to them.

It is integrated with defined ITSM system to retrieve asset information, such as asset tag, status, model, image, process state, etc., as well as verify whether the asset is eligible for refresh or not.

UPtime Experience Gateway queries ServiceNow/ITSM tables using the Table API to retrieve asset information and its related information.

UPtime retrieves asset information to present the list of assets for multi purposes in the UPtime Experience Gateway, such as retrieving the list of current user's assets, what asset can be refreshed, raising incident or making a request related to their assets, etc.

Asset API > Azure Storage UPtime Experience Gateway download the image of model from ServiceNow and then upload it into Azure storage. UPtime

Experience Gateway retrieves the image of model for presenting in the list of assets in the UPtime Experience Gateway.

Asset API > Azure Cosmos DB UPtime Experience Gateway retrieve configuration from Azure Cosmos DB to apply some setting configured in API. UPtime retrieve the API configuration to make some filter or do some actual actions in the UPtime Experience Gateway. e.g. retrieve the image of model, verify whether asset is eligible for refresh based on configuration

Asset API > Azure Redis Cache Internally the service will keep a Redis cache for a quicker access to previously accessed users. If the value is not present in Redis an external call is made to the Service Now/Cosmos database to fetch (and update the cache) the latest order information. Accessing from cache is to enhance performance and reduce the time you spend accessing data to server.

2.3.3 Password Reset Reminders

Users will get a “Password Reset Countdown Card” notification based on their password expiration date. These notifications will provide the user with a countdown to their password reset date and a link through to the password reset system.

This has two configurations:

- API calls from UPtime Experience Gateway to the password management solution to retrieve the expiration details for the user at login time.
- URL configured to the customers password reset page.

2.4 Support Services

2.4.1 Support Ticket Interaction (Existing Ticket)

Incident Interactions:

- Users are presented with their most recently updated ticket in the What’s New section at the top of the UPtime Experience Gateway.
- Users can view their active Incident/request tickets.
- Users can view their resolved Incident/request tickets.
- Users can view their closed Incident/request tickets.
- Users can view their ticket history.
- Users can open more details about a Ticket.
- Users can add comments to an open Ticket.
- Users can Search tickets

2.4.2 Software Catalogue

2.5 Multi-Language Support

The current version of the UPtime Experience Gateway supports the following languages:

- German
- English
- Spanish
- French
- Italian
- Portuguese
- Russian
- Chinese
- Japanese
- Bulgarian
- Hindi
- Dutch
- Brazilian

The support for specific languages will be determined based on client demand. This will include Right-to-Left (RTL) languages.

2.6 Knowledge Services

2.6.1 Knowledge Search

With the UPtime Experience Gateway, users can browse knowledge articles to solve their own issues—without getting a technician involved and empowering users to resolve their own issues, increasing user satisfaction. The self-service UPtime Experience Gateway platform can be configured to match an organization's brand to provide an interface that looks and feels familiar key factor influencing self-service adoption.

Search for knowledge using the end point ITSM search capability under the context of the user performing the search

Present knowledge articles to users, including attachments, collecting feedback on the usefulness of an article, rating, comments, and update knowledge article view counts

In addition to the above main functions, DXC can integrate the following capabilities.

- Announcements for display in UPtime Experience Gateway
- Display relevant top and featured knowledge articles for a user

UPtime Experience Gateway consolidates multiple knowledge sources into a single knowledge base, so that users (both users and technical) can quickly find relevant information. UPtime can be integrated with the Knowledgebase that is stored within ServiceNow (other ITSM systems will be available in the future) and can provide the following features:

- Users can search for a Knowledge Base using the search bar.
- Users can view Knowledge Articles in detail on a Knowledge Article Detail page.
- Users can view comments, add new comments and rate Knowledge Articles.
- Users can view "top 10" Knowledge Articles
- Personalized search option

Additionally, UPtime Experience Gateway, integrated with the Knowledgebase, can provide the following features:

- **Standard integration.** Own Global Search: this configuration is a simple "service account" based method of searching the ServiceNow knowledge. This requires no additional configuration within ServiceNow but will return a generic set of search results based on the service integration account.
- **"On Behalf of" Search:** This configuration requires additional changes to the integration of ServiceNow. For Platform X integrations these will be available without extra effort. For customer deployments we will provide an "update set" which will need to be installed stalling in the customer ServiceNow instance. The key difference here is that this search will return results using the individual users' privileges filtering out things they may not normally see.

2.7 PC Lifecycle Services

PC Workflow is leveraged from within the ServiceNow platform used by the customer. If the customer does not have any PC workflow it will be added as part of the T&T delivery. If the customer is on Platform-X they will use the standard PC Workflow that is already deployed.

2.7.1 PC Lifecycle Workflow

The UPtime Experience Gateway will act as a front end for engaging the employees for device management services with an end-to-end device lifecycle process that is simple, convenient for users and personalized. The device lifecycle process is automated via OEM vendor integration with the ServiceNow instance. This generates a workflow for the fulfilment, break-fix, re-deployment or decommissioning of a device.

DXC partnered with selected OEM vendors and developed a pre-defined OEM Vendor integration framework. We can also develop custom integrations with other suppliers and distributors as necessary.

- Acknowledge Device/Asset Ownership
- Report Ownership Error (correctly / incorrectly) assigned to me
- Report Missing Device
- Refresh Device
- Report Broken Device with the help of an agent
- Request for a refresh if eligible
- Return Device / Already Returned
- Report as lost or stolen

Orders & Incidents - The Orders & Incidents feature within UPtime Experience Gateway is where users navigate to view and manage their orders (from the catalog and against existing assets) and incidents. The feature gives users access to

- Orders & incidents they have placed for themselves
- Have placed for others
- Have had placed for them by others

Approvals - Users that are marked as an approver on an order utilize the Approvals feature to view and manage their approvals.

Refer to the Workflow Diagrams / Flow Charts related to Device Lifecycle here PC Device Lifecycle.

2.7.2 PC Refresh Request

For PC Refresh requests using UPtime Experience Gateway, Users are presented with:

- Assigned devices.
- Notification card when their Device is due for a refresh/upgrade.
- A card showing devices that are to be returned.
- A Knowledge Article showing the Refresh process when they request a refresh device.
- A link to Intune to manage their software.

2.7.3 PC Request Device

Request Device request using UPtime Experience Gateway,

- Users are presented with a set of “devices” that can be ordered.
- Users can view details of each device.
- Users can request a device refresh that matches their device profile if they’re entitled to a refresh.
- Users can access a link to request an exception for a device refresh that doesn’t meet their profile.

2.7.4 Accessories External Catalogue

Accessories catalog encompasses IT peripherals that usually complement and support employee use of core hardware like Computers and Mobile phones. This catalog offers optionality per tenant to broadly cover what the given customer considers an Accessory, but mostly focuses on the following categories:

- Adapters & Cables
- Docking Station
- External Drive
- Headset/Speakerphone
- Keyboard/Mouse
- Monitor
- Other

UPtime Experience Gateway can have a tile to the IT accessories catalogue that the user needs to work effectively. Users, depending on their needs, can choose from the available accessories catalogue and order equipment, like Keyboard, Mouse, Monitor, Headsets, or a speakerphone.

2.7.5 Request on behalf of

By searching for and selecting another user the request is raised on behalf of that user. Manager approval (when required) will be sent to the requested for persons’ manager. This is useful to order a PC for a new hire.

2.7.6 Hardware Evergreen integration

For deals that include the Marketplace and / or user device refreshment, UPtime Experience Gateway can integrate with OEM(s) as described below:

The DXC UPtime Experience Gateway will act as a front end for engaging the employees for device management services with an end-to-end device lifecycle process that is simple, personalized and convenient for users. The device lifecycle process is automated via OEM vendor integration with customer ITSM system. This generates a workflow for the fulfilment, break-fix, re-deployment or decommissioning of a device.

DXC partners with OEM vendors and developed a pre-defined OEM Vendor integration framework with selected providers. We can also develop custom integrations with other suppliers and distributors.

Below Diagram showcase an overview of OEM (HP) integration framework as a reference.

2.8 Other Services

2.8.1 ServiceNow Catalog Items

UPtime Experience Gateway can provide easy access to any existing Catalog Item in ServiceNow so any User can access them from the UPtime Experience Gateway. The configuration and experience will depend on the customer preferences and the complexity of the Request.

UPtime can provide visibility of existing Non-PC Lifecycle requests affecting the user so in a single view the user has a reference place to go to see all incidents and requests raised by them.

2.8.2 Other Requests

UPtime Experience Gateway provides easy access to any other request form the Customer might have created, keeping the value of internal developments. These can be existing PowerApps, MS Forms, JIRA Templates, GitHub issues…. UPtime will list them out in a customer-controlled layout and provide automatic links (punch outs) to them.

2.9 Reporting and Analytics

UPtime Experience Analytics Standard Dashboards is a structured presentation of Analytics data via the UPtime Management Console which is organized based on Offerings and Additional data sources of interest. It is structured into:

- UPtime Admin Analytics
- Device Management Analytics
- Support Analytics
- Software Analytics
- Service Requests Analytics
- Third-Party Analytics

These reports will be available to Administrators and Account Management team, they are not intended for End Users.

Within those structures there will be different types of Dashboards presented. Attending to the flexibility of the Management team to change there will be:

- Mandatory dashboards. Can not be removed from UPtime Management Console
- Optional dashboards. Are dynamically added, edited or removed by the corresponding account management Team.

The dashboards presented can be any of the following experiences:

- Fully Integrated or Native. UPtime creates those dashboards natively, no third party needed
- Embedded. UPtime embeds PowerBI reports
- Punch-Out. UPtime provides a quick link to an external dashboard which can be of any nature and is provided externally (which allows us to keep using existing dashboards the customer might have).

Following sub sections describe in detail what can be expected in the different Offerings and data sources.

2.9.1 UPtime Admin Analytics

Basic usage analytics of UPtime Gateway, e.g.:

- UPtime Usage Reports
- Infrastructure Cost Reports
- Azure Application Insight Reports
- Azure Monitor Reports
- API Health Reports
- Mobile App (custom option) Reports

2.9.2 Offering Analytics accessible via UPtime

These cover Support Services, Device Management, Intelligent Collaboration and Asset Management, and will be detailed in the corresponding Offering Solution Guide.

As reference-only the following or similar can be expected:

- Devices Health report
- Fleet Assessment report

- Performance based refresh assessment report
- Refresh planner
- Device-related requests
- Cost Saving and Sustainability forecast
- Knowledge feedback reports
- Knowledge comments reports
- Service Desk and Incidents reports (Platform-X dashboards)
- M365 Reports
- Licenses Reports

2.9.3 PC Lifecycle Analytics and XLA

Establishing a Proactive Modern Workplace Operations Center to drive continuous service improvements. DXC will utilize Predictive Analytics & Customer Experience Tooling to monitor, manage and report on the customer-managed devices. Using this approach, DXC will provide:

- Remote diagnostics - Faster incident resolution resulting in increased user productivity through reduced downtime.
- Automation – Providing proactive and predictive management of the environment to uncover and remediate more issues before they become a problem resulting in a reduction of incidents
- User Experience improvement – Monitoring, managing and trend analysis of the user experience facilitating the identification and qualification of future improvements
- The solutions will be applied proactively, wherever possible, to limit user disruption and maintain a positive service outcome. DXC will analyze device data to develop root-cause-analysis of problems and implement resolutions to continuously optimize devices and improve user experience

2.9.4 Third-Party Analytics

This will be mainly analytics based on data provided by third-party Vendors (e.g. Microsoft, ServiceNow, Espressive, Remote Hybrid, Qualtrics, HP, Dell…) and links to the corresponding Vendor pages where they expose their analytics data. This way the corresponding account team or Offering team can review basic numbers related to the Vendor.

2.10 Virtual Desktop

2.10.1 Virtual Desktop Request

Virtual Desktop request using UPtime Experience Gateway,

- Users are presented with a set of Virtual Desktops that can be ordered by them (entitlement check).
- Users can view details of each Virtual Desktop.
- Users can request Virtual Desktops from the ones entitled and in case needed an Approval process will take place for it.
- The request process including approvals will be tracked in ITSM.
- Once the process is completed the user will be notified of the availability of the Virtual Desktop and will be provided with information (Knowledge Article) on how to access the Virtual Desktop.
- Users will see in UPtime Experience Gateway the Virtual Desktops they can access at any time and will be given additional actions on them (e.g. Return)

2.10.2 Virtual Desktop Return

Virtual Desktops assigned to a user can be returned by themselves or on behalf of the user (E.g. by the Manager).

- Users are presented with the possibility to return a Virtual Desktop as part of the options they have on them.
- On Return request completion the user will no longer be able to log into that Virtual Desktop and will not see it anymore in UPtime.

2.10.3 Request on behalf of

Virtual Desktops can be requested on behalf of the user by Using “Act On Behalf” feature according to the configuration done for the account (no AOB, only Manager, Manager and Colleagues). The request will be tracked in ITSM identifying who requested and on behalf of who.

3. Develop Solution Design

3.1 Delivery Location

Management services cover the ongoing management, support, and operations that DXC will perform on behalf of the Customer for the respective offerings. This section provides a description of the Management Service that is currently part of the offering.

UPtime Experience Gateway, being a Modern Workplace Experience platform tightly integrated with most MW offerings, DXC offering team has identified Manila, Philippines as the default/CoE location to deliver UPtime services globally. Reach out to offering team for exception support requirements to comply with local/regional regulatory/compliance requirements.

Be aware that as part of DXC UPtime services, DXC UPtime operations team will not provide ongoing support and operations for services listed as integration services. Examples include administration of the 1E Tachyon, Espressive Barista, Knowledge Base Mgmt, Qualtrics XM, etc. which are covered in the respective MW service offerings.

The **key resources** required to deliver most of the UPtime services are **L1, L2 and L3 engineers**. By default, they offer the off/best- shore delivery location.

3.2 Operational Model

DXC provides **24x5x365** support for the components of the UPtime Experience Gateway services. Keep in mind that this covers **only** the UPtime Experience Gateway components. Additional elements – e.g., Azure services, AWS Connect, Device intelligence toolsets (1E, Nexthink), Virtual agent (Espressive Barista), Qualtrics XM, NW connectivity, etc. – which are not native part of the UPtime Experience Gateway offering are subject to the operational model of the respective service. You should synchronize with the respective architect to compile an end-to-end picture.

Responses to inquiries, service requests, and incidents are based on the **priority** of the ticket. The following table provides details on the acknowledgement and update times for the different priorities. Business Hours are defined as local time for client's primary business hours, Monday – Friday, 8:00 – 17:00 to address issues reported.

Table 1: Incidents Priorities and DXC Acknowledgement and Update Times

Priority	Description	Example	Customer Updates
Priority 1	Emergency event	Service down for all users; site security breach	Acknowledgment within fifteen (15) minutes and hourly updates thereafter during business hours
Priority 2	Business critical event	Service degradation to a majority of users; suspected security vulnerability or attack	Acknowledgment within thirty (30) minutes and updates every two (2) hours thereafter during business hours
Priority 3	Important event	Service degradation to a single user incident with NO workaround	Acknowledgment within one (1) hour and initial response within four (4) hours with updates every twenty-four (24) hours thereafter during business hours
Priority 4	Standard event	Incident impacting a single user where a workaround exists; routine service requests, inquiries or preventive work	Acknowledgment within four (4) hours and initial response within two (2) business days, with updates every twenty-four (24) hours thereafter up to 14 days.

3.3 Escalation matrix

DXC acts as the single point of contact (SPOC) for any incidents, inquiries, or questions regarding the in-scope UPtime Experience Gateway services. DXC will handle, resolve and, when necessary, escalate the ticket to third-party vendors. Users raise incidents or submit standard service requests as defined within customers statement of work.

3.4 Delivery Single Point of Contact (SPOCs)

Early and proper communication with involved parties, key people and Business Units is a crucial part in achieving sound solution. One of the first (and most important) people to talk to about the opportunity are the **Delivery Teams** and **Reviewers**. Discussing the deal details and projected approach with them can bring new ideas to the table as well as common challenges and “lessons learned” from current and previous customers.

3.4.1 Front End / Back End split

UPtime Experience Gateway is split into 2 sections - Front End and Back End.

- The Front End is composed of a User UPtime Experience Gateway that's accessible by Users over the internet. This is the presentation layer.
- The Back End is composed of multiple integration services that facilitate the retrieval of data and the performance of actions against downstream systems. A relevant set of services are the ones related to Automated Workflows, these are considered a component within Back End

As a rule, any integrations that the Front End requires must go through a Back End s ervice.

Backend / Frontend split. Front End UPtime Experience Gateway is a consumer. Where possible, configurations and policies/rules are defined in the backend APIs for the Front End to consume. Front end is there to interpret and display backend processes

Where possible, Workflow and processes are defined in the Automated Workflows withing the Back End and are considered DXC IP

DXC managed infrastructure is used to host where possible

Microservice and API breakdown and patterns. API first development

UPtime Experience Gateway Azure Architecture

UPtime Experience Gateway provides a scalable, secure UPtime Experience Gateway running on cloud service providers like Azure to host the UPtime Experience Gateway services as well as other partners supporting the client. It is assumed that Azure Platform is managed by DXC's CPS team and is bundled into the Price per user.

3.5 PC Device Lifecycle

3.5.1 PC Lifecycle Workflow

We've provided below some representative samples of non-technical services. These are process flow/use case diagrams that systematically detail the process flows and triggers which are configured in Uptime Experience Gateway.

The use cases we've provided are:

- PC Device Lifecycle
  - PC Refresh
  - Break-Fix / Ship to Fix
  - PC Return
  - Report Lost or Stolen Device
- Knowledge Search
- Agent Chat
- Software Request

4. Security & Privacy

The solution has been designed for compliance with stringent security and privacy standards. Like any other Modern Workplace offering the following has been conducted:

- Comprehensive Applications Threat Analysis (CATA) Architectural assessment
- Data Protection Impact Assessment (DPIA)
- Security design Review/Security Build Review
- Source Code Review
- Web Penetration Test
- Infra Penetration Test

For global rollouts the following aspects need to be taken into further consideration:

- Physical location of the users
- Azure cloud components hosting the application and database
  Refer to: https://azure.microsoft.com/en-us/resources/azure-enables-a-world-of-compliance/
- ServiceNow layer which provides ITSM as a service on AWS
- Authenticating and Authorization Systems
- Other interfacing Systems

5. Transition and Transformation (T&T) Solution

5.1 Transformation

The UPtime Experience Gateway implementation is based on DXCs Transition and Transformation Methodology. The focus area of this methodology is seamless and quick integration with the customer's environment.

5.2 Transition

- UPtime Experience Gateway deployment takes one to three months depending on complexity. Phases of Implementation:

  - Project Definition
  - Requirements
  - Architecture/Design
  - Deployment and Configuration/Development
  - Test
  - Solution Delivery/Deployment)

Optional Scopes:

- DXC Provided Agile Service Desk including Chat
- DXC Provided Device Management
- Knowledge Management via ServiceNow

Below diagram illustrates the key phases of the UPtime Experience Gateway transformation/deployment approach

- Request the Azure Subscription
- Provision infrastructure by using Terraform
- Deploy all microservices into the environment
- Setup API management

- Setup seed data for CosmosDB
- Ask Testing team to do integration test with latest release for verification

Deep dive into the T&T Methodology is beyond the scope of this Solution Guide.

This document is regularly updated with new content which reflects new UPtime Experience Gateway services, feedback from various DXC teams as well as lessons learnt from ongoing implementation and integration projects. You should **always** start your UPtime Experience Gateway T&T solution with a review of the latest information published on the site.

5.2.1 Transformation Approach

The transformation approach will consist of a series of Discovery Workshops/conference calls per each service option to prepare for an UPtime Experience Gateway implementation and workflow and automation integration services.

Below are proposed/high-level discovery workshops for reference dependent of the selected UPtime modules/functionalities to be deployed:

- ITSM Design and Integration as the System of Record
- UPtime Experience Gateway Design (cosmetic) with look and feel with customer branding and color scheme
- Workflow, automation and integration
- PC Lifecycle integration
- Notifications
- Service Desk integration
- Agile Service Desk Chat
- Knowledge Management
- Sentiment and UPtime Experience Management (Qualtrics)

The workshop activities will address Customer's objectives and DXC will provide a finding report that will outline a plan and formal Design/Implementation proposal to move Customer to the UPtime Experience Gateway solution that integrates with DXC Modern Workplace (MW) service offerings.

6. Develop Solution Cost

6.1 Costing Solution

After properly evaluating the pre-requisites, dependent offerings/services, and determining the scope, the next key step in building the UPtime Experience Gateway solution is to cost it. UPtime Experience Gateway is heavily dependent on Modern Workplace offerings/services in scope for the opportunity outside of the DXC UPtime Experience Gateway platform, that needs to be considered and included to build a complete, end-to-end solution. This section provides you with the key data you need to produce a correct cost model and list additional items to consider.

The main cost drivers are the number of users (Baseline) in scope of Modern Workplace services and which option service you want to include like the UPtime Mobile App (custom option).

6.2 Costing Tools

Similar to the other cost model tools within Modern Workplace offerings, the XM-UPtime configurator tool provides one-time transition costs to stand-up UPtime Experience Gateway along with necessary integration, workflows with dependent systems, and costs for the on-going operations and Management Services.

Note: The information in this section covers the current release version of the UPtime Experience Gateway. The

content will be updated to reflect the changes as and when the new features/release of the UPtime Experience Gateway are made available.

To build the cost model, the following information and steps will be used to provide inputs to the UPtime Experience Gateway section in the XM-UPtime configurator costing tool.

At the top of Data Entry worksheet, click the “Generate PACE Export File”. The output file created will be saved in the same folder location as the configurator.

Note: UPtime Experience Gateway Solution Reviewer/Approver: At the time of writing this guide, Rick Koper rkoper@dxc.com is identified to review and approve the UPtime Experience Gateway solution approach, costs, timelines, etc. from the Governance perspective.

This section provides an overview of services and elements that are **not** part of the UPtime Experience Gateway costing tool and require custom approach/solution and costing. It also lists additional factors and components that you might need to consider in your model.

If your client specific requirements do not fit in with the standard options, in addition to the delivery teams and reviewers, you should contact the DXC UPtime Experience Gateway offering team for the custom model. The following UPtime Experience Gateway Services are currently not supported by the **costing tool** and require **custom** costing. If you have them in scope of the deal, please contact the offering team for a custom model/guidance:

- ITSM for System of record other than ServiceNow or Platform-X require custom costing for API integrations.
- EU Restrictions – due to various regulations, a lot of the European Union (EU) customers require that UPtime Experience Gateway delivery teams are in EU-member countries. In that case you should reach out to the offering team for guidance.
- In-country delivery restrictions – it is not uncommon for customers in highly regulated industries such as Energy Distribution, Power Production, etc. to request the delivery teams to be from the same country as the company. In that case you should reach out to the offering team for guidance.

6.3 UPtime Experience Gateway Bill of Materials (BOM) & Procurement

UPtime Experience Gateway is DXC’s approach to providing fully integrated and automated Modern Workplace services to its customers and to increase the overall value of Modern Workplace services by combining Automation, Analytics, and Intelligence.

This section covers the Bill of Materials (BOM) & Procurement process.

6.3.1 Bill of Materials (BOM)

Product Description	Phase (Build / Ongoing)	Billing Cycle	Purpose	Quantity
Setup Azure services for UPtime Experience Gateway – CPS	Build	One-Time	Spinning up 4 Azure Service environments (Prod, Test, Dev, QA) for UPtime Experience Gateway via DXC Managed Azure Subscription from CPS	Per Client Instance
Client allocated Azure service subscriptions - CPS	Ongoing	Monthly	Capacity for clients' UPtime Experience Gateway environment	Azure Monitor, Azure hosted Databricks & Azure Blob Storage Azure Cosmos DB, (Plus more)…
UPtime MarketPlace optional service	Build	One-time	Engage partner to setup Marketplace	Per Client Instance
MarketPlace optional service	Ongoing	Monthly	Marketplace service fee	Per user
Mobile App (custom option)	Build	One-time	Initial setup fee	Per Client Instance

6.3.2 Procurement process

Product Description	Provider	Procurement Channel / Email Address	Vendor Contacts / Email Address
Azure services and subscription licenses	Microsoft via DXC CPS	Initiate contact with Procurement team	NA

7. Partner & Supplier Strategy

List of known partners as of the writing of this document:
ServiceNow
Espressive
Qualtrics
RemoteHybrid
Microsoft

8. Pricing Considerations

In general, the Costing Tool will reflect the cost due to any optional or additional component identified in advance. These include components that might have to be costed in a per-case scenario and can only be forecasted broadly or cannot even be forecasted.

These include the following that need to be addressed individually per case:

- Any functional changes from standard workflows or automations

- Custom Mobile App (custom option)
- Integration with Authentication systems other than EntraID, Okta or Halo
- Partial Platform-X integrations
- Global Search with custom access (impersonate additional role)
- Integrations with ITSMs other than Non ServiceNow or BMC Remedy
- Special constraints due to regulations (country of deployment, personnel involved, ITAR)
- New OEM integrations
- HR System integration
- UPtime Gateway in Teams

If any functionality is expected and not explicitly listed in the product documents, it should be initially considered as a specific case that will require additional costing estimation by Delivery and Offering teams engaged.