

littlefish GROUP

Service Desk on demand

This Service puts your users at the heart of your IT service, providing on demand support across the communication channels they prefer, delivering high first contact resolution and user satisfaction.

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Service Overview

The Littlefish Service Desk is a 24/7 'lights-on' UK based facility delivered from our Service Centres in Nottingham and Sheffield. We have designed a tailored service that delivers the quickest, lowest touch and repeatable remote support processes, with direct access to 2nd line capability engineers in under 14 seconds on average across multiple channels.

We pride ourselves on our service that is designed to deliver exceptional customer experience based on industry-leading levels of support that allow for 99%+ of all Support Requests (a collective term for Incidents and Service Requests) to be resolved remotely. We place great emphasis on User Satisfaction and the User Experience and use established tools and methods to achieve market- leading service outcomes (frequently achieving over 90% First Contact Resolution (FCR) for instance).

The Service Desk operates in an ITIL-aligned manner managing Support Requests, working with the customer's internal Service Management teams to support Problem Management processes, and owning or integrating with the wider Change Management processes.

The Service Desk accommodates perfectly for the following Cloud-underpinned support scenarios:

- Standard Business as Usual (BAU) support (to meet goals such as cost containment, service quality and user experience enhancement, allowing internal resource to focus on developing/improving infrastructure operations, etc).
- Tactical short/fixed term project or non-core workstream support.
- Overflow during peak volumes or non-core working hours (24/7 for instance).

Service Pods

Littlefish delivers high quality user support by channelling all customer-specific Support Requests into designated Service Desk 'Pods'. Pods are smaller subsets of the Littlefish Service Desk team focused on technologies, application sets or industry verticals and therefore help deliver industry leading First Contact Resolution (FCR) performance. As a team-within-a-team each Pod acts as a single-point-of-contact that delivers consistent levels of support, regardless of time, location, or device. The Pod is made up of a 'primary' desktop engineer that 'owns' the customer specific Knowledge Base and has update responsibility. The primary is backed up by a 'secondary' and two or more supporting engineers (dependant on the size of service).

Consistency of support personnel helps to build familiarity and rapport between the Service Desk and end users, in turn delivering a personalised service, empathetic to the customer's business needs (not just their IT needs).

By configuring the contact channels, we aim to ensure that more than 85% of Service Desk contacts are facilitated by the designated Pod. This drives familiarity which helps build the Service Knowledge Management System (SKMS), which in turn, drives service ownership. The result is a personalised service to the customer's users that feels like an extension of its own organisation rather than a 3rd party supplier.

During periods of peak volume or where the Pod is generally already engaged, the wider breadth of Littlefish's support capability can be leveraged by routing the customer's contacts into the wider Service Desk who are just as able to achieve FCR through shared access to the SKMS. The wide breadth and capability of Littlefish should give confidence that organisational expansion (in terms of user volumes, technical systems, location, time of year, or process complexity) as well as an ability to handle peaks and troughs without impacting service performance can be readily absorbed.

User Channels

Telephone

A dedicated direct phone line and intelligent phone system. Call routing ensures that there is named engineer consistency which helps build rapport with users and creates a service environment that fosters ownership and accountability. This also helps to mitigate the 'leap of faith' required by customer users and stakeholders when moving to a new provider, as they are dealing with a focused team of named, skilled, friendly, and reliable individuals.

Littlefish Live

Littlefish also provides an integrated tool delivering an Instant Chat front-end and advanced remote control back end called Littlefish 'Live'. Remote control has two modes of operation, the first being remote take-over allowing users to 'show' the Service Desk engineer their issue and for the engineer to 'show' the user the fix and provide ad-hoc training, the second being an unobtrusive mode whereby control of the device (and productivity) is returned to the user while the engineer fixes the issues in the background.

Live's capabilities enhance the user experience, increase FCR rates, and provide an alternative popular mechanism to interact with the Service Desk. We can integrate Littlefish Live with multiple ITSM systems so that chat transcripts are automatically captured in Support Request call notes.

Littlefish Self-Service Portal

Littlefish provides customers with a Self- Service portal which allows customer users to log and check progress of Support Requests directly in our IT Service Management (ITSM) platform. Exploiting the automation capabilities within the ITSM platform the portal presents a workflow underpinned Service Request catalogue with simple approval management and task driven activities, to deliver for example a complete Starter and Leaver process that can be further enhanced through HR platform integration.

First-Contact-Resolution (FCR)

Unlike many other Service Desk operations, the Littlefish Service Desk provides much more than a 'log and flog' 1st line service. Our 'Intelligent Service Desk' is targeted with attaining maximum First Contact Resolution (FCR) for our customers. We employ high calibre engineers with a minimum of 2 years' experience and at least one Microsoft role-based accreditation (or the preceding equivalent MCP/MCIPT), or ITIL Foundation/CompTIA A+/CCENT, giving access to 2nd line skillsets, right from the off. From a technical perspective we work with many technologies across our customer base and are driven to constantly maintain up to date knowledge.

Littlefish is proud of our industry leading First Contact Resolution (FCR) performance. Our investment in people, process and technology ensures that customers enjoy a first point-of-contact fault resolution service that exceeds 70% from day one, and then continuously improves as the service evolves, consistently reaching above 90% for many of our customers. We achieve this through:

- **People** – the Littlefish Service Desk has a high calibre of experienced engineers. Through our gamification platform our Service Desk engineers are incentivised to achieve high levels of FCR, a contractual KPI that directly relates to user satisfaction and productivity.
- **Process** – the Littlefish Pod system is scalable and ensures that our customers' Service Desk is a small, designated team-within-a-team that has customer-specific operational, organisational, and Line of Business (LoB) application knowledge.
- **Technology** – intelligent inbound call/web routing and the Littlefish Live instant chat and desktop management tool (that can be integrated with ServiceNow and other ITSM platforms to automatically capture chat transcripts in Support Request records) ensures that user engagement and support interaction is both rapid and intuitive from first point of contact.

Additional tools which enhance user experience and improve FCR include Littlefish 'Lens', an innovative capability that enables users to securely interact with the Service Desk via the camera on their smartphone or tablet. This technology meshes real-time video with whiteboard technology to provide another channel for effective remote support as an alternative to on-site deployment. The technology can be used without an internet connection, via mobile signal, and empowers rapid fault diagnosis. Lens enables the user to communicate whilst capturing their surroundings via video. Service Desk engineers can freeze the live phone video feed and annotate their screen to guide the user through basic physical tasks. Prior to Lens, we may have had to dispatch an engineer to carry out relatively simple tasks which could be too complex or risky to explain over the phone. Lens ultimately reduces the cost of engineering deployment for quick tasks requiring hands-and-eyes, downtime, and end-user frustration. Lens is included at no additional charge and has been proven to be of particular benefit to mobile and home-based staff.

Enhancing Remote Capability

In delivering a highly capable remote support operation it is our experience that physical deskside support services are minimised. This is the case for two reasons:

- The technical capability of our Service Desk personnel allows us to provide a comprehensive support service to the user estate. As noted earlier, our Service Desk offers 2nd line capability personnel, at the first point of contact with the Service Desk. From an Incident Management perspective, we rarely escalate for user support, other than on the infrequent occasions where physical presence is required to resolve an Incident for a user (such as the swap-out of a faulty user device or peripheral).

- Through our honed approach to remote service delivery, we have the tools and processes which allow us to achieve 99%+ remote resolution rates for Incidents.

The combination of the two factors outlined above significantly reduce the requirement for deskside assistance for traditional desktop support activities. With this in mind, if you are interested in pursuing a service solution with Littlefish, building flexibility into existing Modern Workplace/End User Computing (EUC) service contracts would allow for the reduction in physical presence for Incident related activities, and therefore cost savings.

Shift-Left

As a standard feature of our service, we continually challenge the status quo and drive resolution and fulfilment responsibilities to the Service Desk. In doing so we add significant value by increasing FCR by empowering our Service Desk engineers to resolve Incidents without the need to escalate.

Standard applications, such as Microsoft Office and Adobe Acrobat, are supported directly and fully by the Service Desk. Other third party supported Line of Business (LoB) applications are supported on a 1st/2nd line basis with an immediate resolution being provided if it is possible to do so. We endeavour to identify and record simple LoB 1st line resolutions (e.g. account unlocks or password resets) during the Service Transition phase. These are documented and cascaded throughout the Service Desk via the Knowledge Base. As further potential 1st line fixes are iteratively identified during the course of the contract, we seek approval to document and add to the Knowledge Base in order to enhance First Contact Resolution (FCR) attainment capability. Where access or administrative permissions are required, we work with other suppliers to mutually agree suitable rights to allow us to carry out the work without introducing risk to their own service provision.

As time progresses the service is iteratively reviewed to identify further activities that the Service Desk can assume responsibility for. This increases FCR, addressing users' issues ever more rapidly, further enhancing the user experience. Reliance on internal and third-party resolvers such as EUC (both remote and deskside support) and LoB application (for example a case management system) support is reduced, decreasing

cost and allowing them to concentrate on true 3rd line issues. Perhaps more importantly these teams then have more bandwidth available to deliver value back into the business, such as application development and strategic improvements that often fail to materialise if their time is focused on firefighting or keeping the lights on.

New and complex resolution issues are automatically updated in our ITSM platform. When new Support Requests are logged our ITSM intelligently reads ahead to any other Support Requests or Knowledge Base articles that match the criteria of the issue being logged. This provides the entire support team with rapid access to appropriate support documentation, thus decreasing resolution time and increasing FCR attainment, as well as reducing the requirement for the support team to reinvent the wheel by manually diagnosing and resolving issues that have historically been addressed. Where complex resolutions are implemented, it is standard practice to ensure a corresponding Knowledge Base article is created to assist with resolution of further similar issues.

Furthermore, Littlefish works with customers to assist with the management of selected third parties, as appropriate to the customer's IT environment. Whilst the customer is expected to maintain the contractual relationship with the supplier, Littlefish, with its knowledge of the operational relationship, happily assists with supplier review meetings to ensure a full picture is portrayed. Where possible Littlefish also strives to manage the performance of the supplier and provide this information to the customer to ensure true value for money is established from all supplier relationships. Due to the varied complexity of this requirement, we typically price this service in line with the specific and tailored needs of each customer.

User Satisfaction

The Littlefish culture and service model have been built around the needs of the user, focused on service quality. One of our core metrics is the Net Promoter Score (NPS), which currently sits at around 80 across all Littlefish customers; a score above 70 is considered 'World-Class'. We firmly believe that if our customers' users are happy with the services we provide, their satisfaction will materialise as tangible business benefits through increased employee productivity and well-being.

Our second core focus is First Contact Resolution (FCR). We achieve a minimum of 70% across all customers (calculated on all Incidents logged with the Service Desk by phone or chat where the Service Desk is the recognised resolver) increasing to >90% as we improve the service over time. Our success is in part a result of employing high calibre agents with a minimum of 2 years' enterprise experience and industry recognised accreditations.

We place significant emphasis on direct Customer Feedback as a softer measure of service performance. This feedback is collected through customer satisfaction surveys, that include the NPS measure, following Littlefish Live interactions (or another. It is important to note that rather than waiting to month-end to review, feedback is handled upon receipt. Positive feedback is immediately cycled back to the engineer as positive reinforcement, whilst negative feedback is escalated through to the Service Management team for immediate action. Often this immediate re-engagement from

negative feedback can highlight useful service or process improvements or turn a negative into a positive through timely intervention.

We like to keep feedback channels simple for users to engage with as we are keen to generate enough volume to be statistically significant (there is a negative correlation between the number of questions asked and the response rate). Littlefish Live feedback can be as high as 40% (our experience with surveys on ticket resolution is a c.2% response rate). It is important to retain a consistent approach to seeking feedback, so we encourage the same measures and formats are used for all channels. We can however adjust our feedback mechanisms to allow the customer to ask further tactical questions (e.g. gauging user feedback after a major application upgrade).

We typically also recommend identifying benchmark customer satisfaction scoring through Service Transition (measuring the existing service) to enable a quantitative approach to immediate service performance improvements.

All feedback is collated and shared during the service review cycle. Highlights (and lowlights) are identified during the Service Review meetings (if the extended option is purchased), all raw data relating to feedback is shared openly.

Other Complementary Services

We believe there is a close link between the Service Desk and End User Device/Computing services. Whilst we seek to resolve all user Incidents and Requests remotely and at the first contact, on occasion there is a requirement for 'deskside' visits (in particular in relation to hardware related Incidents). In addition, the proactive management of the end user device estate can remove the need for users to contact the Service Desk.

Therefore, we recommend customers take our end user device specific services, including:

- Microsoft 365 - Modern Workplace Design, Deployment and Managed Services
- Microsoft Intune - Endpoint Management Services
- Digital Employee Experience with Microsoft Intune or Digital Employee Experience with Afinity
- Endpoint Protection with Microsoft Defender or Acronis RMM

The advantages of taking these services in combination with our Service Desk service are cost efficiency and an enhanced user experience: with both services jointly delivered we are inherently able to shift-left more activity to the Service Desk, reducing time to fix and fulfil. We can apply commercial discounts across both services if purchased together.

Service Desk

Note: In the interests of brevity, we use the collective term 'Support Requests' which are both Incidents and Service Requests.

ITSM Tooling

Littlefish uses ServiceNow to deliver our Service Desk. ServiceNow is a market leading, enterprise class and Gartner Magic Quadrant leader for ITSM tools and the platform underpins the entire support operation providing ITILv4 aligned capability.

Note that we can also provide the Service Desk service using ITSM tools already owned and managed by our customers, working 'on tool' or where appropriate, via an integration.

The Littlefish ServiceNow platform is a domain separated instance with both data and process separation. This allows us to offer the opportunity to directly leverage the platform for the customer's own internal operations, while also facilitating customer-specific configuration in the following areas:

- Assignment rules
- Approval rules
- SLA management
- E-mail notifications
- Business rules
- UI policies and actions
- Forms, lists, related lists, and choice lists

This provides customers with leading-edge ITSM capability at the cost of a license (as opposed to the cost of deploying a full replacement system in-house). Alongside the benefits of comprehensive functionality and a centralised repository of ITSM information, customers are also able to provide their users with the benefit of a single and seamless experience for support, irrespective of whether they are engaging with Littlefish or an internal resource (or third party). ITSM users (like third line support and development teams) become additional resolver groups within the ITSM platform. This provides IT management with centralised performance visibility of internal teams, on a like-for-like basis with Littlefish.

Real-time reporting capability can also be used via the ServiceNow Responsive Dashboard functionality, with the opportunity for customers to leverage existing ServiceNow out-of-the-box dashboards, as well as Littlefish-created dashboards, or dashboards tailored specifically to individual customer needs. This facilitates the display of real-time critical KPI performance, trends across all record types (Incident, Problem, Request, Change etc), and a range of other metrics for both Littlefish and internal teams.

There is also the opportunity to use our ITSM platform for other corporate services by leveraging the customer specific configuration elements outlined above. This allows the platform to be used for a variety of 'customer service' type scenarios. For example, this could include using our ITSM platform for facilities management activities (as well as using it collaboratively with Littlefish for IT services).

Our ITSM platform underpins most of the service deliverables we can offer. This is especially true for the Service Portal, and the variety of self-service features that fall within this. It also has a powerful workflow automation engine that allows for levels of process automation to underpin the core ITIL service processes. For instance, we have a comprehensive automated Change Management process in place as well as automated Service Requests in areas such as JML (Joiners, Movers, and Leavers).

We offer customers two named license options for ServiceNow based on the required customer role:

- The Fulfiller License is required for customer resources that actively work on tasks such as Incidents or Service Requests (such as an internal resolver group).
- The Business Stakeholder license allows users to have read only access to tasks and reports across the customer organisation as well as the ability to be an approver on workflows for elements such as Service Requests or changes.

These options could also be provided for customer third party suppliers that require access to the ITSM platform. The exact nature of the requirements would need to be reviewed during Service Transition to identify the most cost-effective solution.

Support Request Registration

Littlefish provides the customer with the channels detailed above to register Support Requests with the Service Desk. Via each available channel users should be prepared to provide relevant details in relation to their Support Request. All new Support Requests are recorded in the ITSM system and the user receives an automated email providing a unique reference number and a brief description of the Support Request. Registered Support Requests should be related to the customer's devices or services.

All new Support Requests are assigned a priority based upon a classification defined in this Service Definition or amended by agreed schedules.

Where a user contacts the Service Desk to enquire on the progress of an existing Support Request the user is asked to provide the unique reference number. The Service Desk then either updates the user with the latest status of the Support Request, or records any additional information provided by the user, or updates the Support Request with any reasonable request from the user (e.g. a request for escalation).

Support Request Management

The Service Desk manages Support Requests on a remote basis and broadly follows the path outlined below with a view to resolving the Support Request within the agreed Resolution timeframe for the assigned priority:

- Record/Classify Support Request
- Investigate/Diagnose Support Request
- Update user on status of Support Request
- Resolve/Close Support Request

Where possible the Service Desk attempts to resolve the Support Request at the first point of contact with the user (referred to as First Contact Resolution, or FCR). If FCR is not possible the Service Desk Analyst may continue to progress the Support Request or escalate to a colleague. In either case the user is updated through regular contact.

Where the Support Request resolution does not fall within scope of the services provided by Littlefish, the Service Desk registers the Support Request and refers it to the designated upstream resolver group in accordance with any escalation matrices that have been agreed.

As a Support Request progresses the Service Desk changes its status so that it remains current. The status of the Support Request controls whether the 'clock' for the resolution SLA of the Support Request is running or not, based on the following:

Status	Description	Clock
Logged	The Support Request has been logged but is presently unassigned to an engineer.	Running
Active	The Support Request is being actively progressed by the Service Desk.	Running
Waiting for Customer	The Service Desk is currently awaiting input from the customer (e.g. for more information to be provided where this is necessary to progress the Incident).	Stopped
Waiting for third party	The Service Desk is currently awaiting input from a third party (e.g. confirmation that the Support Request is being progressed, where the third party is responsible for progression).	Stopped
Waiting for Resolution	The Service Desk is currently awaiting the resolution activity (e.g. a related Request for Change to be implemented, or confirmation that the resolution has been successful).	Stopped
Resolved	The Support Request has been confirmed as resolved by the User and the 'clock' is stopped and the time to resolve is calculated.	Stopped

The Support Request remains in a resolved state for a further 3 days to allow the user or the Service Desk to reopen the Support Request in the event of a query or reoccurrence. After 3 days have elapsed the Support Request is automatically closed by the ITSM system.

Extended Service Desk Services

Problem Management

The Service Desk can adhere to a standard ITIL-aligned process for Problem Management and can broadly follow the steps outlined below:

- Detect Problem
- Record/Classify Problem
- Investigate/Diagnose Problem
- Implement Workaround (where applicable)
- Resolve Problem

The Service Desk can manage the Problem Management process within the ITSM system and maintain a register of all Workarounds, Known Errors, and active and resolved Problems. Littlefish can undertake regular Problem Management reviews with the customer to monitor progress.

Problem Management is not built into the standard Service Desk offering but is available on request.

Change Management

The Service Desk can follow a standard ITIL aligned management process for Change Management and broadly follows the steps outlined below:

- Register and create the Request for Change (RFC)
- Technically review the RFC
- Seek authorisation for the RFC from the customer
- Implement the RFC
- Review and close the RFC

The Service Desk can manage the Change Management process within the ITSM system. The customer would designate an approver of RFCs who would engage with the Service Desk to understand the RFC and approve (or reject) the RFC and agree an implementation schedule for the Change. Where necessary, Littlefish and the customer convenes a schedule of Change Advisory Board (CAB) meetings (at a frequency that suits the customer – e.g. weekly, fortnightly or monthly). Each party ensures that they have suitably knowledgeable and authoritative attendees at the CAB meetings to ensure there is no impediment to the prompt evaluation and execution of Change. CAB meetings may also be invoked on an ad-hoc basis where there are outstanding Major or Emergency Changes. Change Management is not provided in the standard Service Desk offering but is available on request.

Configuration and Asset Management

Littlefish can maintain Asset Registers and Configuration Management Databases (CMDB) on behalf of the customer. If required, during Service Transition, we would seek to take over whatever current processes are in place for Asset Management. If no process is in place, then we work quickly with the customer to establish an appropriate 'placeholder' process for Asset Management (this may include a rapid device audit to ensure a solid baseline position is achieved).

Although initially looking to pick up the current processes for Asset Management, we assess the ability to automate aspects of the process in the near term. Our Littlefish Live toolset has asset inventory capability and can be used to ensure a frequent profiling of the IT environment, capturing changes and updating them automatically in the Asset Register or CMDB.

We can also consider automated Request Fulfilment where we would, if appropriate, look to integrate the automated Request Fulfilment process directly with the Asset Register/CMDB. One of the primary benefits of this approach is the ability to control and automate the selection and deployment of new equipment (through an automated authorisation process) including the back-end 'mop up' activity of automatically ensuring that any new equipment (or equipment changes) has been updated in the Asset Register/CMDB. The same principle can be applied for software as well as hardware.

We use a fully domain separated ServiceNow solution which enables us to provide data separated CMDB capability with customer specific configuration. The ServiceNow CMDB supports the mapping of relationships between Configuration Items (CIs) and the ability to graphically display CI relationships via the Dependency View functionality, supporting improved incident impact analysis and outage management. Integration with other toolsets such as Intune or SCCM amongst many others is supported either via existing pre-configured integrations or by leveraging ServiceNow's various inbound and outbound web services, enabling easy importing of data into the CMDB from other management toolsets.
The Configuration and Asset Management service is not provided as standard, but can be included in the service, if required.

Service Management

Governance

To ensure a positive and enduring relationship is maintained Littlefish and the customer may convene a Governance Board on a periodic basis to review the following items:

- Overall Service Performance
- Customer Business Strategy
- Assess the appropriateness of the service agreement
- Identify areas where Littlefish can provide further enhancement to the customer's business objectives

Service Reporting

The Littlefish Service Delivery Manager (SDM) provides customers with monthly service reports to demonstrate that services are being delivered successfully. The report is typically reviewed as part of the monthly Service Review process. Items in the monthly Service Report include:

- Service Desk Contact & Support Request volumes
- Performance against SLA
- Telephone and Chat answering performance
- First Contact Resolution performance
- User Satisfaction Survey results
-

Where service level breaches have occurred the Littlefish SDM provides requisite mitigation or justification information.

Extended Service Management

Service Analysis

In common with our Service Management Office (SMO) service within the Digital Marketplace, we can provide deeper service analysis services to identify trends, issues, and problems within the IT service, as well as deliver multiple day to day ITIL-aligned processes across the Service Ecosystem such as Major Incident Management and Change Management. Service analysis output is more detailed service reports and dashboards, alongside communications and feedback sessions to inform the customer's IT Service Management team on future plans and actions.

SMO services can be added to the standard service offering on request.

Service Reviews

Service Reviews can be held monthly to review the on-going success of the Littlefish service. The Service Review Board meets in person or via voice conference. Meetings consist (at a minimum) of the customer's IT stakeholder (or equivalent role) and the nominated Littlefish Service Account Manager (SAM) and Service Delivery Manager (SDM). A Littlefish technical resource may also join if required.

Items to be discussed at the Service Review include:

- Service Performance Review (against SLA)
- Review of Consolidated Infrastructure Health Report (if option selected)
- Review of Trend Analysis Report
- User Experience Assessment (User Satisfaction Survey Results)
- Dispute Resolution (and any areas of concern)
- Continual Improvement Program Review

The Littlefish SAM records the key issues discussed at the Service Review and any actions arising.

Face to face service reviews are not included in the standard service offering but can be added on request.

Continual Service Improvement

We strongly recognise the need to maintain continual improvement and continually strive to exceed SLAs. A key measure of ongoing success is the demonstrable improvement of KPIs year on year. By example, for a current customer, Littlefish has achieved year improvements across the KPI scorecard, but with a specific focus on FCR. From a base (in year 1) of 70% FCR we were able to enhance FCR to just shy of 90% by the end of year 4 and subsequently consistently exceed 90%. This has been achieved through a combination of continual line-of-business shift-left, service improvement initiatives and an ever-evolving understanding of the customers' technology and business operations.

We run a variety of Continual Improvement schemes and programmes. Littlefish can provide Continual Improvement in three forms:

- Littlefish provided service improvement
- Service Ecosystem focused service improvement
- Customer focused environment improvement

We develop plans (including using Problem Management) to reduce user contact volumes and overall Incident volumes.

N.B. Due to our shift-left approach the Service Desk evolves to facilitate more demand at the first point of contact, which should be at the expense of volume requiring action elsewhere in the service ecosystem. With the right buy-in, it should be possible to target a holistic Incident reduction objective of 10% pa.
Continual Improvement is included in the standard Service Desk offering.

Service Levels and Performance

Service Levels

Incident Priority Matrix

Littlefish registers Incidents in line with the following categorisation:

Priority	Description
1	Multiple users and services are impacted, or the service impacted is unavailable and critical to business operations e.g., Loss of network connection at the primary location.
2	Multiple users were impacted, and a single service was affected or degraded but not critical to business operations e.g., Degraded Wi-Fi performance at the primary location.
3	Single user impacted and single service affected. For example, a remote user may be unable to access the business application.
4	There is no end-user impact, but a single service is affected. For example, an event monitoring alert has no impact on service.

Service Levels can be negotiated on a contract-by-contract basis if necessary. The baseline service levels for the standard Service Desk service are shown below.

Incident Service Levels

Service	Schedule	Target
P1 Incident Response	Service Hours	90% within 15 minutes
P2 Incident Response	Core Hours	90% within 30 minutes
P3 Incident Response	Core Hours	90% within 2 hours
P4 Incident Response	Core Hours	No SLA
P1 Incident Resolution	Service Hours	90% within 4 hours
P2 Incident Resolution	Core Hours	90% within 8 hours
P3 Incident Resolution	Core Hours	90% within 30 hours
P4 Incident Resolution	Core Hours	90% within 50 hours

Service Request Priority Matrix

Littlefish registers Service Requests in line with the following categorisation:

Service Levels can be negotiated on a contract-by-contract basis if necessary. The baseline service levels for the standard Service Desk service are shown below.

Service Request Service Levels

Littlefish will resolve the following Service Request types within the specified targets during Core Hours:

Measure	Description	Schedule	Target
Standard Service Requests	Standard service requests included in the service catalogue with a defined workflow incorporating approvals, tasks and fulfiller group routing as required.	Core Hours	90% within 30 hours
Starter Requests	Requests for a new starter.	Core Hours	90% within 50 hours
Non-Standard Service Requests	Service requests that are not defined in the service catalogue or are agreed to be too complex to be defined as a standard service request.	Core Hours	No SLA

Service Level measurement adjustment for low Support Request volumes

Service Level performance is measured as a percentage of Support Requests resolved within agreed timeframes across the majority of Service Level categories.

Where the total Support Request volume for any associated Service Level within a monthly reporting period is fewer than ten (10), the resulting Service Level achievement percentage may not provide a statistically reliable or proportionate representation of overall service performance. In low-volume scenarios, a single Service Level breach can disproportionately affect the reported Service Level percentage.

Additional Service Levels

Littlefish meets the following additional service levels.

Service	Target
Phone Call Answering	85% within 20 seconds
Chat Answering	85% within 20 seconds
First Contact Resolution	70%

Penalties and Service Credits

Littlefish offer a Service Credit regime on a case-by-case basis as part of tailored service design. We structure Service Credits in line with specific contract size and service failure impact levels. Service Credits are typically tied to Service Level KPIs. We reserve the right to revise our pricing on a risk- adjusted basis to take into consideration any Service Credit requirement.

Service Transition

On-Boarding

On-boarding (Service Transition) is paramount to achieving a successful service delivery model.

Littlefish approach all Service Transition's based on the following statement of intent.

The transition from service provision by the incumbent customer supplier to provision by Littlefish should be smooth and have no or minimal impact on end-users and the customer's business operations and should be achieved by an agreed date.

Littlefish works with a tried and tested transition framework that has evolved and matured over previous successful transitions. Littlefish is experienced in adopting a Prince II methodology and has successfully undertaken several first-time and 'nth generation outsourcer's transitions including integration with internal and supplier service teams involving TUPE transfer. Littlefish achieves successful transition through a blended focus on People, Process and Technology.

- **People** – Suitably skilled and experienced staff are assigned to the transition project, notably including the proposed Transition Manager who typically owns project management during transition.

- **Process** – Adherence to a tried and tested transition process (with a primary focus on knowledge assimilation, both BAU and Line of Business) that has evolved and matured over previous successful transition activities.

- **Technology** – Deployment of the Littlefish toolsets (Littlefish Live), which are able to comprehensively profile the customer's operating environment, providing the transition team with an in depth and immediate perspective.

Further to above, we create a tailored Service Transition project plan which covers the tasks, timeframes and resources that are necessary for a successful transition process. Updates relating to progress against transition milestones and management of any risks are provided frequently during the transition process.

Off Boarding

Off-boarding is not usually charged for as the process of off-boarding is undertaken during the last few weeks of the contract. Where off-boarding is required Littlefish works with the customer to ensure a smooth transition to alternative provisions. Documentation is handed over and all remote connectivity and tools are disabled and removed.

Off-boarding requirements are discussed during the on-boarding process. Where non-standard off-boarding requirements are identified a checklist of such activities are prepared to ensure future clarity. Non-standard off-boarding requirements (e.g. the requirement to engage resource on-site during off-boarding) may incur an additional T&M charge in line with the SFIA Rate Card.

Security and Assurance

Information Assurance

Littlefish is an ISO9001 and ISO27001 certified organisation (copy of certificates available on request). We are accredited to Cyber Essentials and Cyber Essentials Plus.

All Littlefish personnel are BPSS checked as standard. A significant number of our Service Desk team are both CTC and SC cleared and some are DV cleared and we can meet these levels to satisfy specific customer demands where required.

The Littlefish Live application outlined in the Service Overview works on an encrypted basis (1024-bit RSA key). Access to the ITSM self-service portal is also provided via SSL.

Service Constraints and Customer Responsibilities

Service Constraints

The Service Desk is provided on a 24/7 basis based on a 99.9% availability KPI. Where service downtime is required, it occurs at weekends and the customer is notified at least 48 hours in advance.

As part of the on-boarding process Littlefish endeavours to install the Littlefish Live agent onto each user's desktop/laptop. The Littlefish Live agent uses a very small footprint on the user's device (less than 10MB and minimal performance overhead).

Where security requirements dictate it may also be necessary to create an IPSEC VPN between Littlefish and one or more of the customer's locations. This is normally achieved by creating a tunnel between Littlefish's Cisco ASA high-availability pair and the customer's firewall device(s).

Backup/Restore & Disaster Recovery

Littlefish operates a fully resilient service. Key technical services, like Littlefish Live and our ITSM platform, are operated as Cloud services from within Tier 4 Data Centres. Snapshots for each system are taken on a 15-minute basis and replicated to another Data Centre. Littlefish has resilient network connectivity and telephony delivered to our Service Centres in Nottingham and Sheffield. If either Service Centre was incapacitated then a) all services are fully transferable and deliverable by the alternate Service Centre, or b) all Littlefish personnel have full capability to work on a mobile basis. All systems are Cloud based and therefore readily accessible from any internet-connected location. Telephony can be intercepted before it hits Littlefish's Service Centres and re-directed to Service Desk Analysts' mobile phones on a pre-defined hunt group basis.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

littlefish.co.uk



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MICROSOFT SPECIALISATIONS AND DESIGNATIONS

Microsoft Solutions Partner
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Azure
Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work
Specialist
Modernize Endpoints
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Adoption and Change Management

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