



SMART SERVICES

Service Desk

Service Definition Document



Secure



Manageable



Agile



Responsible



Technology

Table of Contents

Table of Contents	2
Service Desk	3
Service Features	3
Service Tiers	4
Service Desk (Standard)	5
Service Desk (Enhanced)	5
Service Desk (OOH)	5
Standard ITSM Processes	5
Incident Management	5
Major Incident Management	6
Problem Management	6
Optional ITSM Processes	6
Request Fulfilment	6
Asset Management	6
Configuration Management	7
Change & Release Management	7
Knowledge Management	7
Remote Monitoring & Event Management	8
Identity and Access Management	8
Service Transition	8
Service Management	8
Service Reporting	9
One Team Partnership	9
Accreditations	9
Service Performance	10
Severity Matrix	10
Pricing Approach	11
Why XMA?	12

Service Desk

At XMA, we understand the complexities of providing fast, efficient, and secure support to users and the benefit that swift resolution of issues or fulfilment requests can have on workforce productivity. By purchasing this service, you can benefit from access to a readily available ITIL aligned, UK support facility comprising over 150 specialists operating at scale with the complete package of established ITIL functions at your disposal.

With our shift-left policy we empower your users by intelligently automating frequent tasks and providing unparalleled visibility into important metrics, status updates and logging capability through our self-service portal.

Service Features

XMA's Service Desk offering provides a comprehensive range of ITIL aligned support services from our UK based service centres. Handling over 300,000 tickets annually, our ISO 20000 and ISO 27001 accredited centres including both Dedicated and Shared Service Desk facilities deliver expert support to end users across all sectors, including numerous UK Central and Local Government departments. Our teams are equipped to manage a broad spectrum of technologies and customer requirements, ensuring a responsive and reliable service experience.

Our Service Desk offering comprises a customisable suite of service options designed to deliver:

- **UK-Based Expertise:** Two dedicated UK-based contact centres, with extensive Government knowledge, delivering localised expertise,
- **24x7 Operational Support:** a comprehensive suite of support services delivered by ITILv4 certified professionals, ensuring adherence to the latest best practices in ITSM,
- **Multiple Access Channels:** including Self-Service Portal, Email, Voice, Chat, and more to match your preferred method of Service Desk interaction,
- **Trust & Security:** Security checked or vetted to appropriate levels relevant to your specific requirements, safeguarding your data and ensuring confidential operations,
- **Holistic Service Approach:** Comprehensive ITIL aligned service management combined with a focus on customer experience and success,
- **Continuous Service Improvement:** driven by customer experience feedback and used to analyse, evaluate, track, and improve our services.
- **Dedicated Service Delivery Manager:** holding all responsibilities traditionally associated with a Service Delivery Manager, alongside overseeing and delivering against our ever-improving User Experience.

Whether you are considering outsourcing your IT Service Desk, need to supplement internal capability in times of peak demand, out of hours or have an urgent demand due to a merger or restructure we can enable you to achieve your objectives.

Service Tiers

XMA recognises that no two requirements are the same. Our Service Desk offering comprises an extensive suite of highly configurable services ranging from a 'Standard' service delivering Level 1 Incident Management (including Major Incident Management) through to a fully loaded 'Enhanced' Service Desk. Furthermore, we also provide optional services allowing you to include some or all ITSM processes as well as an Out of Hours (OOH) service.

Our team of industry experts can work with you to review your requirements and historical data to ensure we provide a solution that meets your specific business needs. The team will also work with you to understand your culture, challenges and future roadmap, ensuring the right resource at the right time is available to provide a comprehensive cost-effective solution.

We can leverage the power of our own ITSM platform or use your instance to provide a seamless end to end support experience. Whichever option you select, you can rest assured that the services that our team of Service Desk analysts will own all incidents from creation to resolution.

Attributes	Service Tier		
	Standard	Enhanced	OOH
Shared Service Desk	✓	✓	✓
Dedicated Service Desk	○	✓	○
Core Support Hours (Mon – Fri 08:00 – 18:00)	✓	✓	○
Extended Support Hours (24x7)	○	○	-
Out of Hours (Mon – Fri 18:00 – 08:00, Sat - Sun 24x7)	○	○	✓
Extended Hours	○	○	✗
Incident Management - Level 1	✓	✓	✓
Incident Management - Level 2	○	✓	○
Incident Management - Level 3	○	✓	○
Major Incident Management	✓	✓	✓
Problem Management	○	✓	○
Request Fulfilment	○	✓	✗
Asset Management	○	○	✗
Configuration Management	○	○	✗
Change & Release Management	○	○	✗
Service Reporting	✓	✓	✓

✓ - Included ○ - Optional ✗ Not available.

Service Desk (Standard)

Covering typical business hours of Monday – Friday 08:00 – 18:00, XMA's Standard Service Desk provides a Single Point of Contact (SPOC) located at our UK based Service Centre. Our Service Desk analysts will log incidents, attempt resolution based on skills, knowledgebase articles and access to your existing tools e.g. to support password reset.

Incidents that cannot be resolved at Level 1, will be allocated to one of your existing resolver groups.

Service Desk (Enhanced)

Providing an extension to our Standard Service Desk, XMA offers an Enhanced Service Desk that can be tailored to your exact service delivery needs. Our Enhanced Service Desk can provide Level 1, Level 2, and Level 3 support to ensure swift identification, logging, prioritisation, and resolution of incidents, minimising disruptions to your business operations. With automated workflows and real-time communication channels, including Telephony, chat and self-service portals our platform streamlines incident handling processes, enhancing efficiency and reducing downtime. Moreover, our Major Incident Management service enables proactive identification and rapid response to critical incidents, full end to end incident management, ensuring minimal impact on service delivery and customer satisfaction.

Service Desk (OOH)

XMA can provide an Out of Hours only Service Desk providing a Single Point of Contact (SPOC) located at our UK based Service Centre. Our Service Desk analysts will log incidents attempt to resolve based on skills, knowledgebase articles and access to your existing tools e.g. to support password reset. Incidents that cannot be resolved at level 1 will then be allocated to one of your existing resolver groups.

Standard ITSM Processes

XMA's 'Standard' Service Desk tier provides the following ITSM processes:

Incident Management

Adhering to ITIL best practices, our systems and team of experts ranging from L1 to L3 analysts ensure swift identification, logging, prioritisation, and resolution of incidents, minimising disruptions to your business operations. With automated workflows and real-time communication channels, including Telephony, chat and self-service portals our platform streamlines incident handling processes, enhancing efficiency and reducing downtime.

Major Incident Management

Our Major Incident Management service enables proactive identification and rapid response to critical incidents, full end to end incident management, ensuring minimal impact on service delivery and customer satisfaction.

Problem Management

Aligned to ITIL best practices, our problem management solution revolutionises the way we address underlying issues and prevent recurring incidents. Our team will undertake root cause analysis, proactive problem identification, work around solutions and ongoing management until resolution.

With comprehensive incident trend analysis our service provides valuable insights into your IT landscape, empowering your teams to anticipate and mitigate potential problems before they escalate.

Optional ITSM Processes

In addition to the processes provided in our 'Standard' Service Desk tier, XMA can provide the following optional ITSM processes:

Request Fulfilment

Engineered to optimise request handling, our platform and team of experts deliver superior customer experiences while maximising operational efficiency. By adhering to ITIL standards, our request management solution offers a structured approach to request fulfilment, ensuring consistency and reliability across service delivery processes.

With customisable workflows and self-service portals, your users can easily submit and track requests, while our teams efficiently manage and prioritise fulfilment tasks.

Furthermore, our advanced analytics capabilities provide valuable insights into request trends and performance metrics, enabling continuous process improvement and enhanced service quality.

Asset Management

Our seasoned team of professionals offers comprehensive solutions designed to streamline the lifecycle management of your IT assets from procurement to retirement. Leveraging industry leading ITIL practices, we provide meticulous tracking and optimisation of your hardware, software, and infrastructure assets, ensuring optimal utilisation and cost-effectiveness.

With our robust asset discovery and inventory management capabilities, we empower you to gain full visibility into your IT estate, enabling informed decision-making and compliance with

regulatory requirements. Additionally, our proactive maintenance and license management services ensure that your assets are always up-to-date and fully licensed, minimising risks and maximising ROI.

Configuration Management

Our dedicated team of professionals specialises in implementing robust configuration management processes aligned with ITIL best practices, ensuring the integrity and reliability of your IT environment. Through meticulous configuration item identification, baseline establishment, and change management, we provide comprehensive control over your IT assets, configurations, and relationships.

With our advanced configuration management tools and methodologies, we enable seamless tracking and documentation of configuration changes, facilitating accurate impact analysis and risk assessment. Whether it's maintaining configuration baselines, managing configuration drift, or ensuring compliance with regulatory standards, our team ensures that your IT landscape remains agile, resilient, and fully aligned with your business objectives.

Change & Release Management

Our team of experts specialises in implementing agile and effective change management processes aligned with ITIL best practices, empowering your business to adapt swiftly to evolving market demands. We meticulously assess, plan, and execute changes across your IT infrastructure, ensuring minimal disruption to operations while maximising the benefits of transformation initiatives.

With our comprehensive change impact analysis and risk assessment capabilities, we provide invaluable insights to help you make informed decisions and mitigate potential risks associated with change. Whether it's implementing new technologies, updating configurations, or deploying software releases, our tailored solutions ensure seamless transition and optimal outcomes.

Knowledge Management

Our Knowledge Manager is equipped with the tools and expertise to harness and leverage your organisation's collective knowledge effectively. Through the implementation of robust knowledge management processes aligned with ITIL best practices, we capture, store, and share valuable insights and information seamlessly.

By establishing a centralised IT knowledge repository and implementing intuitive knowledge sharing platforms, we enable efficient collaboration and decision-making across your organisation. Our proactive knowledge maintenance and continuous improvement strategies ensure that your IT support knowledge assets remain relevant and up to date, driving innovation and agility within your business.

Remote Monitoring & Event Management

Harnessing the power of cutting-edge technology and industry best practices, our team ensures uninterrupted performance of your IT infrastructure from any location. With our remote monitoring capabilities, we vigilantly track your systems, applications, and network devices, pro-emptively identifying potential issues before they impact your business operations.

Our seasoned professionals leverage advanced event management tools to swiftly respond to alerts, resolve incidents efficiently and minimizing downtime. Whether it's proactive system maintenance, real-time performance monitoring, or rapid incident resolution, our team stands ready to optimise your IT environment and elevate your operational efficiency.

Identity and Access Management

Our team of specialists is committed to implementing robust identity and access management solutions aligned with ITIL best practices. We offer comprehensive identity lifecycle management, from user provisioning to access revocation, ensuring that only authorised individuals have access to your critical resources.

With our advanced access governance tools and role-based access control mechanisms, we empower you to enforce least privilege principles and mitigate security risks effectively. Our proactive monitoring and threat detection capabilities enable swift detection and response to unauthorised access attempts, safeguarding your organisation's sensitive data and assets.

Service Transition

The implementation and mobilisation of Service Desk will be owned and led by our dedicated and experienced Transition Manager. Service Transition will include all transition activities as well as handover to Go-Live. The Transition Manager will ensure that Service Transition is achieved on time and that our innovative Hypercare service is deployed to ensure customer and user excellence throughout the onboarding of our Service Desk.

Service Management

When you choose XMA to provide Service Desk services to your users you will be aligned with a Service Excellence Manager (SEM). A role unique to us, the SEM will act as your primary point of contact holding all the responsibilities traditionally associated with a Service Delivery Manager, alongside overseeing and delivering against our ever-improving User Experience aspirations and targets. Your SEM will engage with you on an operational and strategic level to:

- Ensure the current service is operating as required,
- Managing Customer Service Improvement and reporting activity,
- Ensuring that you are maximising XMA services to their full potential,
- Establish a strategic roadmap to ensure services evolve to meet your future needs.

Service Reporting

XMA's Service Desk offering includes the provision of detailed monthly performance reports capturing service component information, alongside SLA performance, compliance and identified improvement areas. We will agree the specific content and formats of such reports during service transition discussions and adjust as required throughout the contract period.

Our Service Reporting will inform our ongoing Continual Service Improvement Plan (CSIP) initiatives, to improve user experience and raise service level performance.

One Team Partnership

Fundamental to our contract management and governance approach is our One-Team partnership ethos which ensures we work collaboratively with all parties (you, your stakeholders any other suppliers) to agreed targets and objectives in an atmosphere of friendly openness and trust. Our aim and objective will be to continuously drive improvement and ensure all customers receive the best value.

One-team is integral to successful partnership working and will inform every activity and decision we undertake. It recognises that whilst we sit as one part of your overall IT support landscape, we have an active role in supporting all other parts.

Accreditations

XMA's ISO27001 Security Management, ISO9001 Quality Management, ISO14001 Environmental Management and ISO20000-1 Service Management and Cyber Essentials Plus accreditations provide assurance that our employees, processes, and procedures are conducted in line with external auditing standards and provide confidence that your goods are safe and secure when under our care.



Service Performance

The following table summarises XMA's standard incident management service level targets:

Response Target			
Service	XMA Service Target	Measure	Scope
Priority 1	1 Hour	95%	24x7
Priority 2	2 Hours		24x7
Priority 3	4 Hours		Core Support Hours
Priority 4	8 Hours		Core Support Hours
Service Requests	8		Core Support Hours
Resolution Target			
Service	XMA Service Target	Measure	Scope
Priority 1	4 Hours	95%	24x7
Priority 2	8 Hours		24x7
Priority 3	12 Hours		Core Support Hours
Priority 4	24 Hours		Core Support Hours
Service Requests	Contract Specific		Core Support Hours
First Contact Resolution	70%		Within XMA capability
Service Availability			
Service Portal	24x7	99%	24x7
Service Desk	24x7	99%	24x7
Service Desk	08:00 – 1800	99%	Core Support Hours
Call Answer Time	<=20 seconds	80%	Core Support Hours
Average time to Answer	<=20 seconds		Core Support Hours
Call Abandoned Rate	<5%		Core Support Hours
Email Response	24 hours	95%	Core Support Hours

24x7 Service Desk Availability is applicable to customer that have contracted this service.

Severity Matrix

Having a severity matrix serves many purposes. It is a framework that enables our team to quickly prioritise events as they occur, and it helps to set expectations for all stakeholders involved around how their issues may be being prioritised.

Finally, it allows a performance benchmark and impact analysis to happen from a service management perspective that objectively characterises service performance.

Severity Matrix	
Priority 1	Critical
System or Service Unavailable - Issue impacting entire site/all users	
Example - Total system unavailability due to server hardware/software or network infrastructure failures. An incident in relation to the software that prevents users from using core functionality.	
Priority 2	Severe
System or key service unavailable - Issue impacting multiple users	
Example - Significant incident affecting the integrity or security of the supported system for multiple users. An incident in relation to the software that does not prevent a user from using core functionality, which is imposing limitations or restrictions on its use.	
Priority 3	Moderate
Business process cannot be completed - Issue impacting a single user	
Example - Single device hardware/software failures. Peripheral hardware failures. Minor impacting issue on the supported system. An incident in relation to the software that has little or no adverse effect on the core system.	
Priority 4	Low
A non-serious fault affecting user(s) - Issue affecting a single user and not impacting them (still able to work)	
Example - No impact on the overall system, isolated issue for a single user or workstation that has limited functionality. An incident in relation to the software that is of a cosmetic nature and has little or no adverse effect on its use or a request for information relating to the system.	
Service Request	
System or administrative request - A service or administration request (e.g. user creation)	
Example - No impact on the overall system. An administration or system request such as password reset, account creation.	

Pricing Approach

XMA's approach to pricing ensures transparency for our customers and demonstrates flexibility and tolerance of ever-changing market conditions. This solution has been designed specifically to be highly scalable and excellent value for money.

Our pricing structure for this service offering is calculated based on a fixed charge per user per month as detailed in the Pricing Document.

Why XMA?

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

- **Homegrown:** We are a private, family-run UK based business,
- **Public Sector Approved:** We hold status on 25+ procurement frameworks,
- **Award Winning:** We are a National Award-winning IT reseller,
- **Right Sized:** We provide tailored service solutions while maintaining a personal experience for every customer,
- **Established:** We have served thousands of customers over 35+ years in business,
- **Partner Accredited:** We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

Let XMA take care of your day-to-day so you can focus on your future.