

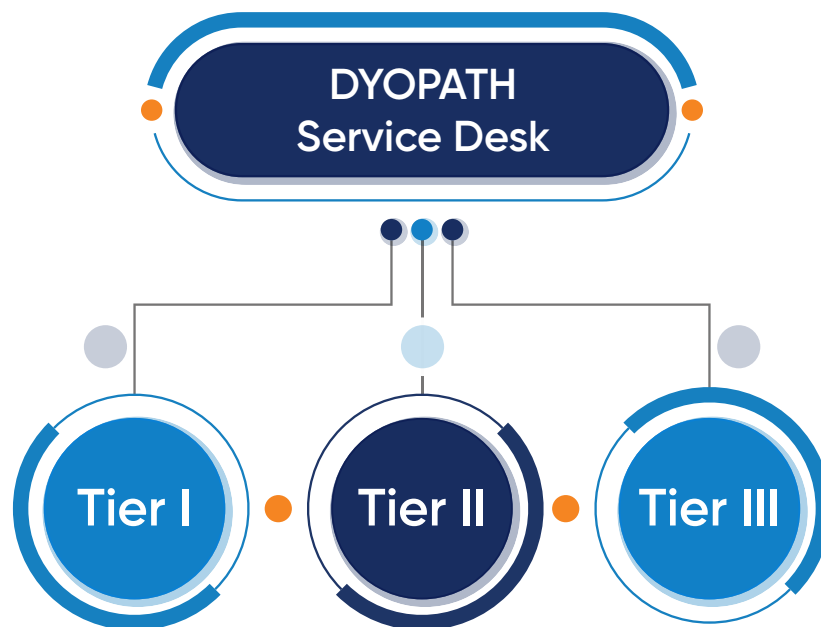
White Paper: Service Desk

Service Desk Tier Levels

As an IT service management provider, DYOPATH clients frequently ask about the various approaches we have for providing IT Support and how we organize our service desk. Technical support is often subdivided into Support Tiers or Support Levels, in order to better serve an organization or customer base. A common support structure revolves around a three-tiered technical support system (Tier I, Tier II and Tier III).

The Role of Technical Support

Technical support is a service DYOPATH provides that supports users of technology products or services. Technical support is also known as IT support or service desk. Our technical support focuses on helping with a specific user problem or issue. Technical support often contributes to or supports an organization's overall customer service philosophy, so the team or department may straddle the technical world of IT and the practical side of customer service.



The Service Desk will assign priority to calls based on several factors to include the severity of the Incident, the length of time the call has been open, the nature and criticality of the failure impact, and the user involved.

Tier I

Service Desk Tier I is the first support level responsible for customer issues denoting basic technical or nontechnical support functions. Our specialists in Tier 1 support typically handle straightforward problems while using knowledge base tools and step-by-step guides. This includes troubleshooting methods such as verifying physical layer issues, resolving username and password problems, verification of proper hardware and software set up, and assistance with navigating around application menus. DYOPATH has an 82% First Call Resolution, meaning our experts resolve our customer issues, incidents and requests on the first call, with no follow-up needed; industry average is 60%. For any problems the Level I technician cannot resolve, he/she will gather all information and escalate to the appropriate DYOPATH support teams at Level II or III. The Level 1 technician will remain the Single Point of Contact (SPOC) to assist Tiers II & III with triage and to keep the customer updated.

If a problem is new and/or personnel from this group cannot determine a solution, they are responsible for raising this issue to the Tier 3 technical support group.

Tier II

Service Desk Tier II provides mid-level problem diagnosis for more complex issues and will not typically spend more than 6-8 minutes per call. This is a more in-depth technical support. Tier-II support levels specialists are more experienced and knowledgeable denoting advanced technical troubleshooting and analysis skills.

Support specialists in this realm of knowledge are responsible for assisting Tier I personnel in solving basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking known solutions related to these more complex issues. However, prior to the troubleshooting process, it is important that the technician review the work

order or support ticket to see what has already been accomplished by the Tier 1 technician and how long the technician has been working with the particular customer. This is a key element in meeting both the customer and business needs as it allows the technician to prioritize the troubleshooting process and properly manage his or her time to ensure Service Level Agreements (SLAs) are maintained. If a problem is new and/or personnel from this group cannot determine a solution, they are responsible for raising this issue to the Tier III technical support group. This may include software repair, diagnostic testing, and the utilization of remote control tools used to take over the user's machine for the sole purpose of troubleshooting and finding a solution to the problem.

Tier III

(As well as, on-site support resources) not only handles service requests, problems and questions but also provides an interface for other activities such as Asset Management, Change Management, Software Management, Service Level Management and Configuration Management. Service Desk Tier III will resolve more issues than Tier I & II but should not spend more than 15-20 minutes per call.



Service Desk Level Priority Codes

The ITIL based Service Desk Tier baseline is determined by the number of end users eligible to call into the service desk, which is typically the total authorized staffing for the organization and is referred to as seats. We assign priority status dependent on the urgency of the issue. In addition, our clients can also designate “VIPs” in the company who can escalate issues within the tiered system and are provided priority support. The Service Desk will assign priority to calls based on several factors to include the severity of the Incident, the length of time the call has been open, the nature and criticality of the failure impact, and the user involved.

Priority Code	Description	When Addressed
1	Priority Code 1 is the highest assigned to a service request and is reserved for very critical incidents	24 x 7 x 365
2	A Priority Code 2 is assigned to Incidents if a critical deadline and no workaround exists; a single user is unable to perform critical work impacting customer (s); or there is degradation in work processes affecting	24 x 7 x 365
3	Priority code 3 service requests typically affect a single end user and do not impede critical work processes. These requests can be planned and requested prior to services required	24 x 7 x 365
4	Priority Code 4 service requests are assigned to information requests, such as “how-to” questions and requests for standard hardware and software to be installed	24 x 7 x 365
5	Priority Code 5 is assigned to all IT Asses procurement orders	24 x 7 x 365

For a request to be classified as Priority Code 1, it must fit within the description described in the Table above or meet one of the following criteria:

- A VIP who has been identified and is included on the VIP List can initiate the request. A person on the VIP List can upgrade an Incident or Request to a Priority Code 1.
- An application identified by client as critical to business is unavailable and is impeding the continuance of critical work. The level of criticality of an application may be dependent on a specific time in the business cycle, and regional or departmental usage. Any end user can report a Priority Code 1 Incident of this type. The application information is available to the Service Desk and may be controlled by third parties who support the applications.
- Functionality within the IT infrastructure may be impaired or unavailable and is impeding the continuance of critical work by multiple End Users. No temporary workaround is available for the End Users. Any End User can report a Priority Code 1 Incident of this type. The Service Desk staff is trained to ascertain whether an Incident is affecting multiple End Users and makes the final categorization of an Incident of this type. In some cases, an Incident affecting a single End User can be classified as Priority Code 1.
- The impact of the Incident must be affecting immediate deadlines for critical work.

This list is not all-inclusive; and, the Service Desk, after appropriate analysis of the Incident, can assign a Priority Code 1 to any reported Incident. NOTE: The description and resolution rate of the three Service Desk Tier Levels are industry standards, and DYOPATH typically exceeds those standards.

Service Desk Service Level Agreement (SLAs)

Priority Code	Respond &/Or Resolve	Hours	Contact Method	Service Level Metric	Escalation
Priority Code 1-5	Respond	7 x 24 x 365 Prime Shift & After Hours	Call	95% Immediate	Reference priority code below
Priority Code 1	Resolution	7 x 24 x 365 Prime Shift & After Hours	Call	95% < 4 Hours	Immediate and every 2 hours until resolved
Priority Code 2	Resolution	7 x 24 x 365 Prime Shift & After Hours	Call	95% < 8 Hours	Immediate and after 4 hours, then every 2 hours until resolved
Priority Code 3	Respond	Prime Shift	eRequest	95% < 4 Hours	At the end of 1st business day
		After Hours	eRequest	95% < Next Business Day	
Priority Code 3	Resolution	Prime Shift & After Hours		95% < 2 Business Day	
	Priority Code 4	Respond	Prime Shift	eRequest	95% < 4 Hours
After Hours			eRequest	95% < Next Business Day	
Priority Code 4	Resolution	Prime Shift & After Hours		95% < 3 Business Day	
	Priority Code 5	Respond	Prime Shift	eRequest	95% < 4 Hours
After Hours			eRequest	95% < Next Business Day	
Priority Code 5	Resolution	Prime Shift & After Hours		95% < 10 Business Day	

The Table above illustrates the Managed Services Priority and Service Levels as supported from the Managed Services Center. It should be noted that Service Levels of third-party providers (other than third party personnel or entities retained by DYOPATH to perform services under this Agreement) required to resolve the Incident will supersede these Service Levels when the resolution time is greater than the specified resolution timetable. NOTE: The SLAs above are an example only and can be modified to fit specific customer needs.

ITILv3

The ITILv3- aligned Service Desk functions provided by DYOPATH are detailed in our tiered offerings in the table on the next page.

Service Desk Function	Tier I	Tier II	Tier III
Call Dispatch	✓	✓	✓
Basic MS Office Troubleshooting	✓	✓	✓
Basic Windows & MS Office How-To's	✓	✓	✓
Acc/Unlock - Password Resets	✓	✓	✓
Adding/Troubleshooting Printers	✓	✓	✓
Mapping Drives	✓	✓	✓
Network Account Changes (add/delete group membership)		✓	✓
Set Up Email Profiles		✓	✓
Software Installs/Uninstalls		✓	✓
VPN Configuration/Setups		✓	✓
VPN Troubleshooting		✓	✓
Network/Internet Troubleshooting		✓	✓
Advanced MS Office Troubleshooting		✓	✓
Application (Standard and/or Proprietary) Troubleshooting		✓	✓
PC (Hardware) Troubleshooting		✓	✓
PDA (Blackberry) Troubleshooting		✓	✓
Remote Desktop Support		✓	✓
Active Directory Administration			✓
Exchange/Lotus Notes Administration			✓
Blackberry Enterprise Server Administration			✓
PDA (Blackberry) Device Setup and Activation			✓
VPN Administration			✓
Asset Administration			✓
PC Imaging/Deployment/Troubleshooting (onsite if delivered)			✓
Vendor Dispatch (i.e. Dell, HP, 3rd Party Support, etc.)			✓
Windows Network Server Configuration/Troubleshooting			✓
24/7 (after hours w/on call analyst)			✓

24/7 ITIL Service Desk

- 100% U.S. Based, Multi-lingual Analysts
- Tier I, II & III Support Levels To Ensure Highest Quality of Service
- 82+% First Call Resolution Rate
- Guaranteed Service Level Agreements (SLAs)
- 24/7 Support & Monitoring
- Affordable, Shared or Dedicated Resources
- ITIL-Aligned
- Dispatch Available For On-Site Support
- VIP Support Handled As A Priority 1

Service Desk + Infrastructure Services

- Managed Archive & Backup
- Data Center Replication
- Advanced Performance Monitoring
- Configuration Management
- Application Maintenance
- Patch Management
- Real Time Server Optimization
- Scheduled Preventative Maintenance
- Firewall Management & Maintenance
- Router & Switch Monitoring

Service Desk + Infrastructure Services + Security Services

- Anti-Virus Monitoring
- IDS / IPS
- Hosted Anti-Spam
- Integrated Anti-Virus Management
- Vulnerability Scanning

The DYOPATH Service Desk offering puts YOU first. Please contact DYOPATH today for more information regarding how we might be able to assist with your specific services support requirements.



Driving Your Organization's
PATH to IT Success