



## END USER SERVICE DESK LEVEL 1 & 2

CSI's Service Desk provides telephone and e-ticket support. Our cost efficient solution enables support personnel to access client systems providing instant support just as if we were there in person. Services are all inclusive as part of a fixed monthly fee and are unlimited. These services include:

1. Incident Management and Service Request processing via phone, email or Self Service Portal.
2. Route Service Desk tickets, as appropriate
3. Communicate availability to End User of any self-support tools: such as on-line knowledge bases, frequently asked questions (FAQs) and problem solving tools.
4. Level 1 Service Desk technical remedies and standard fixes
5. Coordinate escalation of tickets to Level 2
6. Perform equipment troubleshooting, and assign to 3rd party resolver in accordance with Customer's agreements with such 3rd party providers.
7. Track and document Incidents and formulate trend analysis
8. Utilize remote view and remote control capabilities to assist in Incident resolution
9. Provide Customer with a toll-free number for all US domestic traffic. At the Customer's request, Service Desk can also provide a dedicated toll-free number for Customer, for an additional fee. Voicemail option to be provided via Automated Call Distribution (ACD) on all inbound calls.
10. Service Desk Incident management tool as the system of record.
11. Incident management system license(s) for use by Customer and/or CSI for Level 2 and Level 3 Service Desk resolver escalations where appropriate
12. Customer with work instruction documents detailing The Service Desk's Incident management system's functionality
13. Reports of performance measurements
14. On-line Customer Satisfaction Survey at ticket closure
15. Schedule periodic review service meetings at a mutually agreed place and time
16. Services in accordance with the service levels specified in SEVERITY CLASSIFICATION and SERVICE LEVEL METRICS & KEY PERFORMANCE INDICATORS
17. Reports using the tools identified in SERVICE LEVEL METRICS & KEY PERFORMANCE INDICATORS
18. Record incoming calls for Quality monitoring purposes
19. Web portal access to Customer and their End Users to enable them to view Service Desk Incidents, status of open Service Desk Incidents, and access to self-support knowledge base. Provide work instruction documents for Headquarters Self-Service Portal. The Service Desk shall provide assistance in establishing Customer's brand with respect to the Web portal.
20. Support services for WINDOWS XP or newer, and MAC OS 9 or newer
21. Support for ANDROID devices
22. Support services for Iphone 3 or newer, Ipad 2 or newer
23. Support services for all Blackberry devices
24. Assignment of a designated Service Delivery Manager to act as the services liaison and focus on Service Level Management responsibilities.

## NOT INCLUDED:

- Mass Installation of software – new or re-installation.
- File restoration and data backup.
- Problems occurring in applications or devices not on the Supported Products list or not documented in the knowledge base.
- Mass Setup of new devices. PCs or peripherals.
- No onsite desk side support is included in the standard offering of this service Custom Application without relevant supporting documentation.

## HIGHLIGHTS:

- The Service Desk will support any system running Microsoft or Macintosh operating systems.
- The Service Desk will open a ticket with 3rd party vendors of business line application(s) and ISP connectivity when applicable. We will make the call for you.
- All third party software supported by the respective manufacturers (best effort).
- The products and company names listed are trademarks or registered trademarks of their respective companies.
- The Service Desk Reserves the right to make changes to the list of supported products with 30 days written notice.





## ON-BOARDING:

### TERMS & CONDITIONS / DATA CAPTURE FORMS

Data Capture Forms have been designed to provide our analysts with required information to resolve most client issues. Additional data can be provided or requested and posted as necessary. This includes information such as:

- Admin Credentials
- Server Addresses
- Remote Connectivity methods
- VIP Call Handling
- Password Reset Authentication
- Permissions prior to commencing work
- Escalation priorities and contacts

### TIMELINE & CHECKLIST

We follow a thirty day business-day cycle from discovery to start-up to accommodate the following processes:

- On-boarding Call
- Data Capture through online forms
- Telecom & IVR specifications and setup
- Documentation for internal knowledgebase
- System and notification testing
- Staff Training
- Release of toll free # and go live.

### DISCOVERY

This is the first one-on-one contact with CSI with Client & the Service Desk to review process, documentation and data. From this point, a 'go live' date will be established with a minimum start date of 30 business days out.

### PSA INTEGRATION

Setup access and/or API to The Service Desk provided PSA for documentation of all efforts and analysis of legacy data (when applicable).

### CONNECTIVITY

Once the information is received on the Data Capture form, The Service Desk will test connectivity to the clients' environment. This includes remote access connectivity such as RDP, VPN, or other client-provided applications.

### KNOWLEDGE BASE

Client specific information is detailed in the Knowledge Base and is accessed by analysts to assist in the resolution of all calls.

### TRAINING

The Service Desk analysts are provided extensive training prior to providing live support. In addition they receive on-going upgrades and QA coaching as well client specific information.

- Service, Technical and kBase

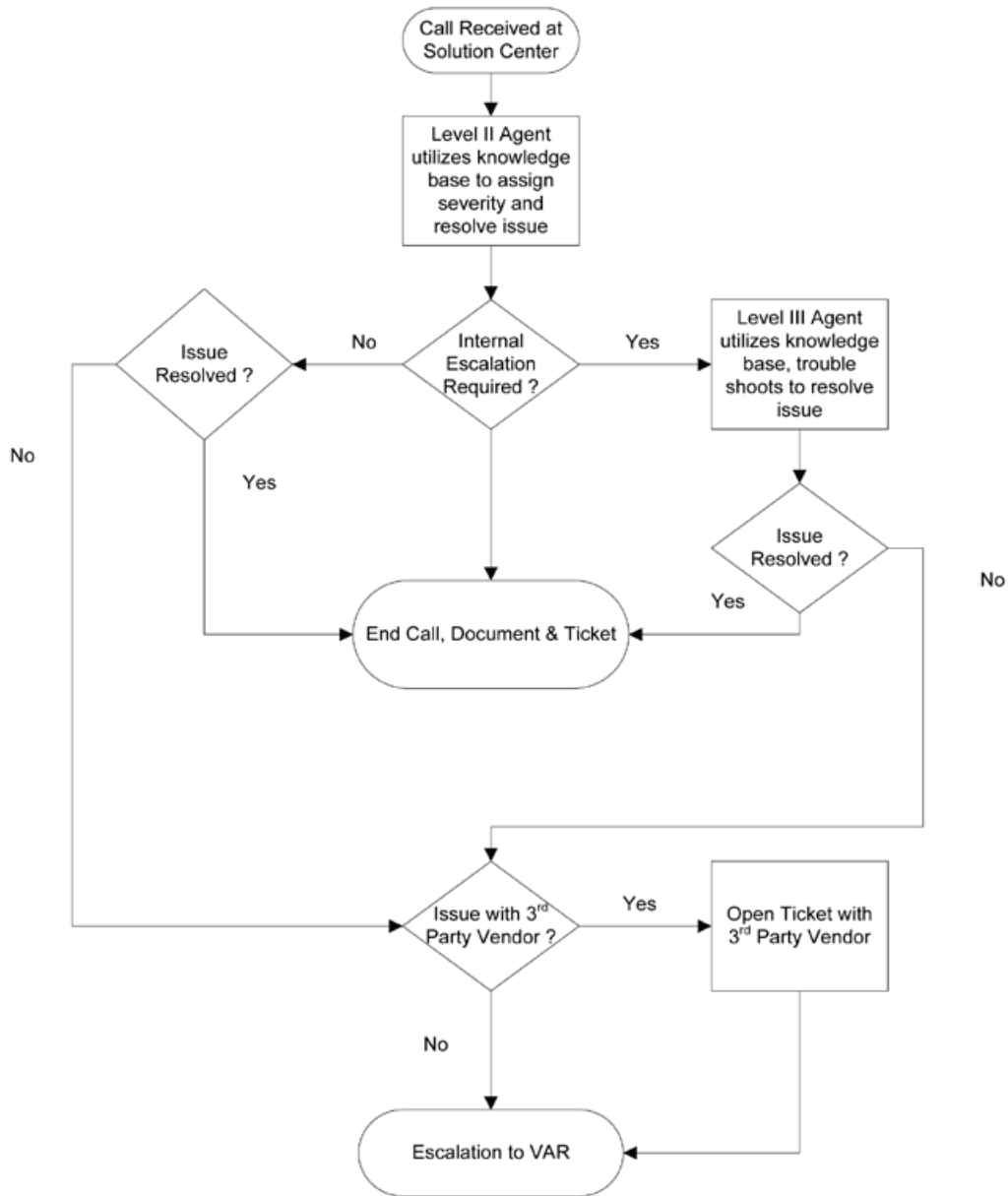
## CLIENT RESPONSIBILITIES:

- Provide access to all necessary current training documentation for non-shrink wrapped applications.
- Provide access to online support, FAQs, solution database(s), and knowledge database(s) for non-shrink-wrapped applications.
- Arrange for any necessary training of Service Desk Provider's personnel as new non-shrink-wrapped software applications and new hardware are added to the End User environment.
- Provide Service Desk Provider with primary contact(s) (incident/problem manager) to resolve all related escalation issues.
- Retain the management and delivery of any services outside the scope of this Service Description.
- Work with the End Users to introduce necessary business change activities to promote and introduce the new service delivery model, such as responsibilities regarding the on-boarding process and communication of new operational processes compared to those in the existing service model.
- Provide all the information required on the registration form, in order to set-up the End Users on the service.





SERVICE CALL FLOW & QUALITY ASSURANCE: CALL FLOW





## INTERNAL ESCALATION

First call resolution reflects application of standard Technical troubleshooting to diagnose, repair, and verify resumption of normal operation. When necessary, calls will be escalated internally from Tier II to Tier III to provide full range of skills in the resolution process.

## CLIENT ESCALATION

Out of scope calls, calls requiring additional unsupplied access or documentation or calls requiring on-site support will be escalated to the Client for additional support, information, or connectivity.

## 3RD PARTY ESCALATION

Business line applications and ISP connectivity escalations will be raised by The Service Desk analysts on behalf of the caller. (All needed contact and account information must be in the Service Desk internal kBase)

## CALL DOCUMENTATION & REPORTING

All work performed will be documented and noted within the Managed Services software Application with time accounting.

## QUALITY

We manage service quality by implementing a portfolio of performance indicators including:

- Call Monitoring
- Quality Scorecard
- Soft Skills / Technical Skills Analysis
- Customer Satisfaction Survey

Our Dedicated Quality Manager performs monitoring through side by side sessions, remote dial in, and post call recording review. All calls monitored are scored against our standard service template.

## SUPPORT INCLUDES:

- Microsoft Office
- Symantec Product line
- McAfee Product line
- Adobe Product line
- All major web browsers and e-mail clients
- All other software will be support on as reasonable endeavor
- Hardware/Firmware/Driver
- Network Connectivity
- VPN issues
- Microsoft and MAC Operating system troubleshooting
- Hand Held business use support

## SUPPORTED SOFTWARE LIST

### DESKTOP APPLICATIONS

Adobe Acrobat	Microsoft Access	Microsoft Visio
Citrix ICA Clients for Windows	Microsoft Excel	Microsoft Word
IBM Lotus Notes Client	Microsoft FrontPage	Microsoft Works
Firefox Browser	Microsoft MapPoint	Symantec Antivirus
Internet Explorer	Microsoft Outlook	Symantec PC Anywhere
McAfee Virus Scan	Microsoft PowerPoint	Symantec WinFax Pro
Microsoft Office 365	Microsoft Publisher	WinZip Computing WinZip
Microsoft Entourage	Apple Safari	Mac Mail





## DESKTOP OPERATING SYSTEMS

Microsoft Windows 95/98/Me/NT 4.0/2000/XP/Vista, Windows 7 or newer/ Mac OS9+

## MICROSOFT SERVER SUPPORT

Microsoft Windows NT/2000/2003, 2010 Server or newer	Microsoft Internet Security	Microsoft SQL Server
Microsoft Exchange Server	And Acceleration Server	Microsoft Systems Management Server
Microsoft Application Center Server	Microsoft Small Business Server	Microsoft Content Management Server
Microsoft BizTalk Server	Microsoft Commerce Server	Microsoft Virtual Server
Microsoft Windows Storage Server	Microsoft SharePoint Portal Server	Microsoft BPOS Hosted Solution

## CONNECTIVITY

3COM	D-Link Systems	Sonicwall
Cisco Systems	Extreme Networks	Proxim
Citrix Systems	Linksys	

## SUPPORTED HARDWARE LIST

3COM	Microsoft Access	Microsoft Visio
Acer	Gateway	Palm
Aladdin Systems	Hewlett-Packard	Toshiba
Brother	Hypercom	Viisage
	Microsoft Outlook	Symantec PC Anywhere
BlackBerry	IBM	WatchGuard Technologies
Cisco Systems	Iomega	Xerox
Dell	Juniper Networks	Zebra Technologies
Epson	Lexmark	
Sony	Micron Technology	
Extreme Networks	NEC	



## SEVERITY CLASSIFICATION

In order to prioritize tickets, The Service Desk designates a severity level based on the following criteria:

Urgency	Definition
LEVEL 1	Has a significant adverse impact on the delivery of service to a large number of sites. <ul style="list-style-type: none"> <li>• May cause significant financial loss and/or disruption.</li> <li>• May result in any material loss or corruption of customer data.</li> </ul> For example, incidents with this urgency level may affect an entire COMPANY
LEVEL 2	Has a moderate adverse impact on the delivery of service to a large number of sites. <ul style="list-style-type: none"> <li>• May cause a financial loss and/or disruption to the Customer that is more than trivial, but less severe than the significant adverse impact described in the definition of an Urgency Level 1 incident.</li> </ul> For example, incidents with this urgency may affect a DIVISION.
LEVEL 3	Has a moderate adverse impact upon the delivery of service to a small (i.e. 1 or more) or moderate number of sites.           For example, incidents with this urgency level may affect a DEPARTMENT.
LEVEL 4	Has a minor adverse impact upon the delivery of service to a small number of sites.           For example, incidents with this urgency may affect a TEAM.
LEVEL 5	Has no impact upon the delivery of service           For example, incidents with this urgency may affect an INDIVIDUAL.

## SERVICE LEVEL METRICS & KEY PERFORMANCE INDICATORS

Description	Service Level Metric / KPI
Monthly ASA	Has a significant adverse impact on the delivery of service to a large number of sites. <ul style="list-style-type: none"> <li>• May cause significant financial loss and/or disruption.</li> <li>• May result in any material loss or corruption of customer data.</li> </ul> For example, incidents with this urgency level may affect an entire COMPANY
(Average Speed of Answer)	80% of all calls are answered within 60 seconds or less
Monthly Call Abandonment Rate	Less than 5.0% of all calls to the Service Desk will be abandoned by the caller 30 seconds or more after answered by the ACD but before pick up by a Service Desk representative
Monthly Voice Mail Response Time	Average 30 minutes or less for voice mail response time, per month
Monthly Web Response Time	90% of incidents reported through the Web-Portal are responded within 60 minutes or less for Web Response Time
First Contact Resolution	Target of 80% of contacts will be resolved at the first level





## TERMS & CONDITIONS

The Service Desk agrees to provide, and client agrees to accept, this Service Agreement subject to the following terms and conditions.

1. Coverage. Services will be provided during the Principle Period of Service ("PPS"), which is defined as that period of time 24-hours a day, Monday through Sunday, Holidays included. (7x24x365).
2. Support Services. At client's request, The Service Desk will, during the PPS, provide telephone support to client designated staff supporting the defined units. Our highly skilled and experienced Engineers will service incident calls to provide quality responsible support services.
3. General Limitations. Services are not intended as consulting, design or implementation.
4. Exclusions. Failures caused by viruses, user abuse and environmental conditions are the responsibility of the customer.
5. Term. Service commences upon completion of on-boarding activities defined as the "Go Live" date.
6. Termination. Client may, conditioned upon its receipt of confirmation from its End User Company desiring to terminate the Service, terminate the SD upon 30-day prior written notification to CSI.

SIGNATURE: \_\_\_\_\_

Client: \_\_\_\_\_

By: \_\_\_\_\_

Name (printed): \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

End User Company: \_\_\_\_\_

