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| Insight Service Desk Requirements Definition Document | | | |
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| **Environment & Assets** | | | |
|  | How many end users are in the organization?  ( Please provide by site) | |  |
|  | Total end user devices (Desktops, Laptops, etc.) ? | |  |
|  | Total Inbound Service Desk traffic (emails, phone calls, chats, Web, etc.)? | |  |
|  | Provide a Monthly ACD report and 12 month Ticket dump (Flat file with all tickets) | |  |
|  | Is the Current Service Desk insourced or outsourced? | |  |
|  | What is your current ITSM Service Desk tool? | |  |
|  | Insight has a Tier 1 ITSM tool, do you require us to use your tool or would you like us to extend our tool into your environment? | |  |
|  | What percentage of contacts by Phone? Email? Web form? | |  |
|  | Is a Knowledge management tool in use with agents and end users? Which tool is used? | |  |
|  | Are end users able to access self-service? | |  |
|  | Can end users use chat with service desk agents? | |  |
|  | If an issue cannot be resolved remotely, who currently provides deskside support to end users? | |  |
|  | Who performs imaging for replacement devices? | |  |
|  | Describe the required Service Desk coverage hours?  *(e.g. 5x12, 24x7x365 or other non-standard business hours)* | |  |
|  | Are there any requested Service Desk SLAs that are required in addition to (ASA, ABD, Custom Sat, and FLR) | |  |
|  | Are there seasonal spikes in volume? | |  |
|  | List the number of end users in the organization requiring foreign language (non-English) support. |  |  |
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| 1. 31 | Does the Service Desk perform any System Administration functions outside of end user initiated calls for support: | On and Off-boarding Users |  |
| How is Patch Management of end user devices administered today? |  |
| Messaging or collaboration platform administration requirements? |  |

* ACD report of all In-bound phone calls by month (Typically these reports include Average Speed to Answer and Abandonment Rate). Critical piece is by month so we can compare to ticket dump.
  + Optional – phone call data by hour by day for at least 1 month
* In-bound chats per month if applicable
* 12 months of data ideal - Ticket dump – file to load into excel which covers at least the same time period as the ACD report
  + Date Opened
  + Location
  + Problem Description
  + All Categories
  + Resolution
  + Resolver Group
  + Source (Phone, Email, Chat, Web, etc.)
  + Any other field you want to include – more is better