

Service Desk Procedure

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Date	16-Nov-2021	25-Nov-2021	01-Dec-2021



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Revision History

#	Version Number	Release Date	Rationale for change	Revision Description
1	1.0	25-11-2021	Initial Version	
2				

INTRODUCTION

The global IT Service desk is the Single Point of Contact between the IT team and the end-users. The service Desk manages all user requests and handles communication with the end-users.

The Support Ticketing Management System (also called Service Desk), keeps track of tickets raised by users, attends to them, reassigns them to appropriate teams or verticals, generates reports, and more.

SCOPE

The scope of ServiceDesk is to facilitate the resolution of Client concerns and problems as quickly as possible. The ServiceDesk provides a central point of contact to ensure that all calls are followed up and problems resolved. The ServiceDesk's effectiveness is in providing rapid responses to Client queries, calls that can be solved by the ServiceDesk on an immediate basis are distributed to personnel experienced in the specific applications/streams. The ServiceDesk provides support for all ENDUSER Queries and will assist in troubleshooting and network connectivity issues.

SERVICEDESK PROCEDURE

End-User

- Users can raise the ticket through the Voice portal web application based on their need/requirement

Teams App: Voice→My Workspace→Helpdesk→Create→

- If the Users have couldn't be able to access the resources (User System, Web portal), then users would use either the Toll-Free Number to call the service desk or email the IT Support team to raise the Help desk ticket for their queries.

Toll-Free Number: 18008892719 or **Email ID:** it.support@prodapt.com

(Where a user can call and log the issue. Any call made at the Service desk shall be logged in the ticketing system along with the action taken and solution provided)

- Users can raise the ticket under two categories 1. Service request 2. Incident requests based on their need/requirement and selects the appropriate information in the bucket's dropdown list.

Service Desk

- Incident request / Service request - The request will be validated and assigned to support engineers for initial support and move to appropriate teams for further assistance if required, to resolve the request within the defined SLA.
 - If the requests are not raised in the appropriate categories/programs, the Service desk will assist users to raise / re-raise tickets in the ticketing tool as per the defined standards.

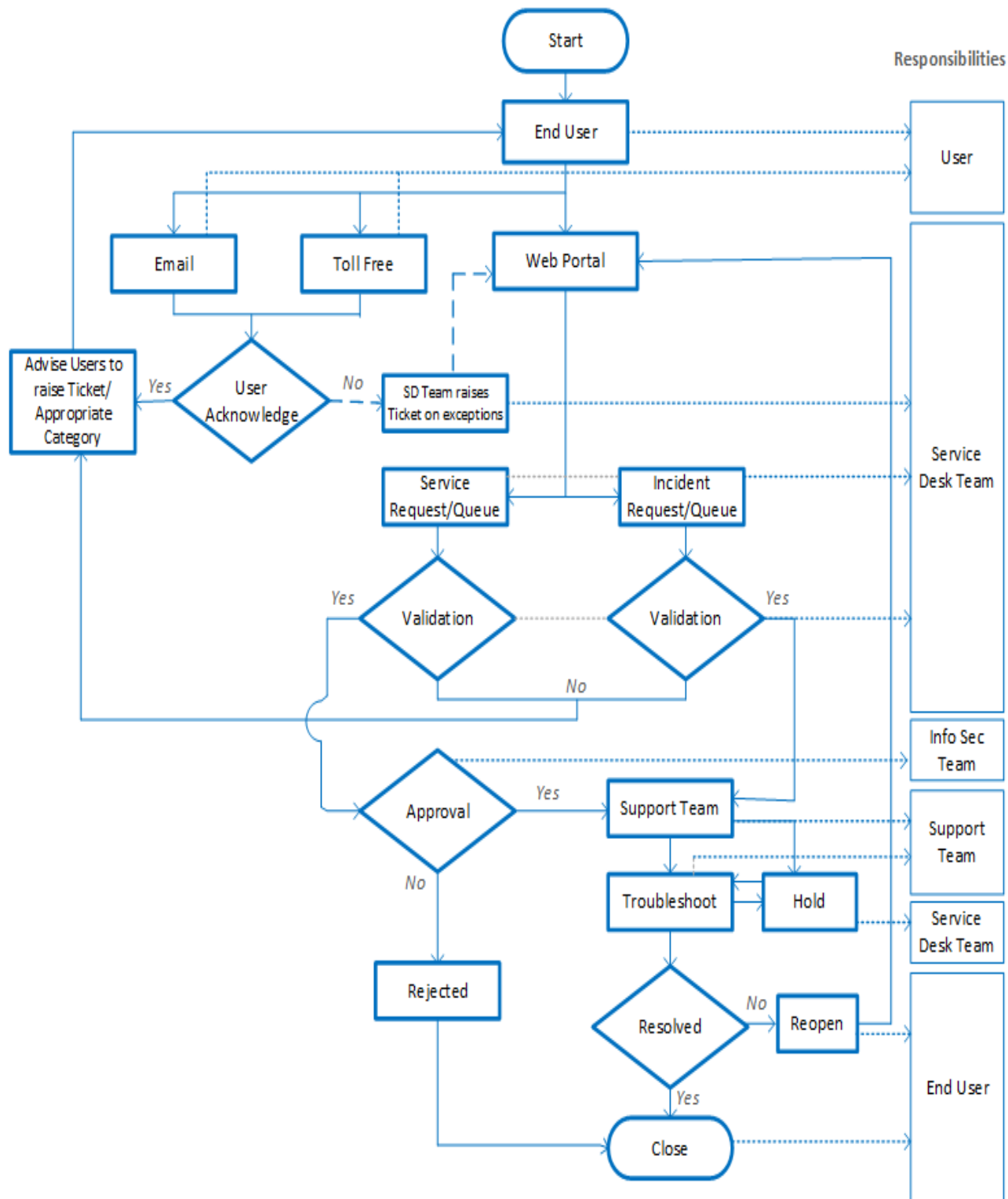
- The users shall log any query/concern/complaint received either through telephone or email or portal within the Service desk to generate a ticket. (The request from toll-free number & email have advised the users to create the Helpdesk ticket via Portal) and the user who couldn't be able to raise the tickets would request the service desk personal either in an email or to call (toll-free number) to raise the ticket on behalf
- The Service tickets in the approval queue will be validated through a defined (single/dual) approval process by stakeholders, once approved the tickets will be moved to in-progress status and they will be assigned to an appropriate support team for assistance, If the issue the user is facing is beyond the immediate scope of the Support Engineer, they should have to escalate the problem to the right internal team(s) and follow up with them regularly for updates on the progress and to provide the resolution else rejected ticket will be closed.
- The Service desk support personals do not end at just resolving a customer issue and following up with the customer, finding out if the solution worked, and taking note of the customer's suggestions on what can potentially improve their experience.

Support Teams

- Support Team has been classified based on the different IT service verticals / Supports - Asset management, End-user Support, Server Support, Network Support, and Security team.
- The tickets will be assigned to the respective verticals, if the request has required additional support from other services, those additional services will have proceeded with the separate request from users.
- The tickets will be processed by the respective team for resolution, any dependencies with vendors/OEM/resources will lead to a delay in resolving the ticket that will be moved to HOLD. Hold tickets will be processed and resolved based on the dependencies.
- On Successful fixes/resolution of the user, the request will be moved to resolved status.
- The ticket has been closed by the users if the request was fulfilled else the ticket will be re-opened. The service desk will re-prioritize the support for the re-open tickets.
- Notifications will be auto-triggered from the tool to the users for their request, updates, status changes (New, in-progress, approved, Hold, resolved), in addition to the updates from the service desk and support team.

SERVICE DESK FLOWCHART

Work flowchart from when a user submits an issue or enters a ticket to when the ticket has been completed.



PRIORITY MATRIX

A priority matrix helps support team members to understand how to prioritize tickets based on information supplied by the user.

CRITICAL	Critical tickets may prevent a user from working/providing instruction or cause other devastating consequences. These tickets are often addressed first or passed to a senior team member.
HIGH	High-priority tickets may affect multiple staff members, projects, or departments.
MEDIUM	Medium priority tickets may affect a limited number of departments. Users may be able to continue work by applying a workaround.
Low	Normal priority tickets affect only one or two users and may present an inconvenience, but do not impede work or instruction.

ESCALATION

An escalation matrix is made up of a series of incrementally increasing levels of contact based on the specific problem at hand. Live communication with the most relevant team member or help desk is the goal of any matrix.

The longer the issue remains unsolved, the higher up in the hierarchy escalation climbs. Escalation can be done only after the defined SLA.

ESCALATION MATRIX (IT SUPPORT)

Functional Team	Level of Escalation	Roles	Name	Location	Mail ID
IT -Global Centralized Service Desk and End User Support & Services	1st level	Shift Lead	DL-IT-OPS.Leads	Global	DL-IT-OPS.Leads@prodapt.com
	2nd level	Service Desk Lead	Karthick Karuppannan	Global	karthick.k@prodapt.com
	3rd level	Manager IT	Rajesh P Rayen G	Global	rajesh.rg@prodapt.com
			Surendharan GS		surendharan.gs@prodapt.com
	4th level	IT Head	Suresh Shanmugasundaram	Global	suresh.ss@prodapt.com

* To contact the support: Toll-Free Number: 18008892719 or Email ID: it.support@prodapt.com

ANNEXURE PROCEDURE DOCUMENTS

The individual separate documents for the below process that can be referred for detailed understandings,

[Service Request Handling Procedure](#)

[Procedure for Installation of Software](#)

[Incident Management Procedure](#)

[Asset Management Process & Procedure](#)

Amendment of Procedure

The company reserves the right to amend, modify and revise any or all clauses of this procedure depending upon the exigencies of business without assigning any reasons thereof.

Interpretation of Procedure

Only IT Department will have the final authority in terms of interpreting any clause(s) / portions of this procedure document.

This version of the Procedure supersedes any other Procedure that may have been released earlier with regards to Service Desk Procedure.

Document Information	
Document ID	
Category	Procedure
Process	Service Desk Procedure
Type	Procedure
Author	Vijayendran P
Reviewer	Surendharan GS
Approval	Suresh Shanmugasundaram
Status	Approved
Creation date	16-SEP-2021
Review date	24-NOV-2021
Approval date	1-DEC-2021
Issued date	1-DEC-2021

Template Revision History				
Version	Section	Change Request #	Description	Date
1.0			Initial release	