



# Navy Enterprise Service Desk Tiered Services Questionnaire

General Information	
Name of Help Desk:	
Command:	
Contract Vehicle:	
Contract Vehicle Contracting Officers Representative (COR):	
Contract Number:	
Period of Performance/Contract Expiration Date:	

Help Desk/Call Center Point of Contact:	
Primary Point of Contact:	
Title:	
Phone:	
Email:	
Alternate Point of Contact:	
Title:	
Phone:	
Email:	

Operational Information	
Primary Function of the Service Desk:	
Hours of Operations:	
Days of Operations:	
Holiday Hours:	



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Key Customer Information	
<b>Branch(es) of Service Supported</b>	
Primary Customer Type:	
Products/Service Provided	
Description of Customer Request Types	
Description of Processes Performed for Customer	
Mission/Reimbursable funded to support?	

Personnel/Staffing			
# of Managers			
# of Supervisors			
# of Representatives/Agents by Tier Level	Tier 1/Tier 1.5	Tier 2	Tier 3
Civilian			
Contractors			
Military			
# of Administrative Support			
# of Staff Analysts			
IT Technical Team			
Other			
<b>Total # Full-Time Equivalent (FTE)</b>			
<b>Has your help desk staff grown since 2014? If so, please provide details.</b>			



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Work Volume (Averages)	
<b><i>Incoming Calls:</i></b>	
Monthly Total:	
Weekly Total:	
Daily Total:	
<b><i>Incoming Web submitted:</i></b>	
Monthly Total:	
Weekly Total:	
Daily Total:	
<b><i>Incoming eMail:</i></b>	
Monthly Total:	
Weekly Total:	
Daily Total:	
<b><i>Incoming Voicemail Messages:</i></b>	
Monthly Total:	
Weekly Total:	
Daily Total:	
<b><i>Incoming Chat Messages:</i></b>	
Monthly Total:	
Weekly Total:	
Daily Total:	
<b><i>Incoming Naval Messages:</i></b>	
Monthly Total:	
Weekly Total:	
Daily Total:	



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Key Performance Measures	
Incident / Service Request Management Data	

Service Desk/CRM/Customer Contact & Resolution Tracking	
Software Application Used for Customer Contact Tracking	
Version	
Database/Number of Databases:	
Web Application? (Yes/Non)	
# of Users	
# of Licenses:	
Does your Service Management System interface with other systems? If so, please list.	
Customer Contact Data CRM Reporting/Metrics Tool	
Version	
Web Application? (Yes/Non)	
Describe Knowledge Management System	
# of Users	
# of Licenses:	



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Software Application Used for Knowledge Management	
Version	
Database/Number of Databases:	
Web Application? (Yes/Non)	
# of Users	
# of Licenses:	
Website Management	
Do you have a website to maintain? If so, please describe.	
Does maintaining the website require specialized tools? If so, please provide list of tools.	

Telecommunications Technology, Equipment and Services	
Toll Free Numbers	
Service Provider:	
Telephony (Avaya, etc.):	

Costs (If applicable)		
IT Hardware		
	Purchase	Yearly Maintenance
Server Costs		
NMCI/Desktops		
Network		
Software		
CRM Tool (i.e. Remedy)		
Reports/Metrics (i.e. Crystal Reports)		
Database (i.e. Oracle)		
Other		
Continuity of Operations (COOP)		
Business Operations Support (BOS) Costs		





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