Service Desk Tier Levels

Service Desk Tier I is essentially call dispatch to the appropriate technical staff as well as low-level problem diagnosis such as password resets, Microsoft Office support (how to's) and basic troubleshooting. For any problems the Level I technician cannot resolve, he/she will gather all information and dispatch to the appropriate support teams at Level II or III.

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 and should be able to maintain a 50-60% first call resolution rate.

Service Desk 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. Tier III should be able to maintain a 75% first call resolution rate.

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 have the ability to 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 x7 x365
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 x7 x365
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 x7 x365
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 x7 x365
5	Priority Code 5 is assigned to all IT Asses procurement orders	24 x7 x365

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 or not 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 DYONYX typically exceeds those standards.

Service Desk Service Level Agreements (SLAs)

Priority Code	Respond and/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 codes below
Priority Code 1	Resolution	7 x 24 x 365 Prime Shift & After Hours	Call	95% $\leq$ 4 Hours	Immediate and every 2 hours until resolved
Priority Code 2	Resolution	7 x 24 x 365 Prime Shift & After Hours	Call	95% $\leq$ 8 Hours	Immediate and after 4 hours, then every 2 hours until resolved
Priority Code 3	Respond	Prime Shift	eRequest	95% $\leq$ 4 Hours	At the end of 1st business day
		After Hours	eRequest	95% Next Business Day	
	Resolution	Prime Shift & After Hours		95% $\leq$ 2 Business Days	
Priority Code 4	Respond	Prime Shift	eRequest	95% $\leq$ 4 Hours	At the end of 2nd business day
		After Hours	eRequest	95% Next Business Day	
	Resolution	Prime Shift & After Hours		95% $\leq$ 3 Business Days	
Priority Code 5	Respond	Prime Shift	eRequest	95% $\leq$ 4 Hours	At the end of 8th business day
		After Hours	eRequest	95% Next Business Day	
	Resolution	Prime Shift & After Hours		95% $\leq$ 10 Business Days	

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 DYONYX 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 time table. NOTE: The SLAs above are an example only and can be modified to fit specific customer needs.

The ITILv3- aligned Service Desk functions provided by DYONYX are detailed in our tiered offerings in the paragraphs and table below.

SERVICE DESK

Service Desk Function	Tier 1	Tier 2	Tier 3
Call Dispatch	✓	✓	✓
Basic MS Office Troubleshooting	✓	✓	✓
Basic Windows & MS Office how-to's	✓	✓	✓
Acct/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 (ie. Dell, HP, 3rd Party Support, etc.)			✓
Windows network server configuration/troubleshooting			✓
24/7 (after hours w/on call analyst)			✓

Please contact DYONYX for more information regarding how we might be able to assist with your specific services support requirements.