Project/Solution/Change Name

**Service Desk Guide**

**Author: <Include Name>**

Date Month Year: Version X.X

# Change History and Approval

The following Change History log contains a record of changes made to this document.

| Published/revised date | version # | Author | Section / Nature of change |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Reviewers

People listed in this section must read this document and provide feedback before authorisation is sought. ***Signing-off this document is accepting the process is ready to be put into operational use and that all relevant parties (eg Auckland Council Service Desk or Fujitsu Service Desk) have accepted their associated escalation processes.***

| Reviewer Name | Title | Group | Signature | Date |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Contents

[Change History and Approval ii](#_Toc23774284)

[Reviewers ii](#_Toc23774285)

[1 Introduction 4](#_Toc23774286)

[1.1 Document Purpose 4](#_Toc23774287)

[1.2 Solution/Project Summary 4](#_Toc23774288)

[1.3 Document Audience 4](#_Toc23774289)

[1.4 Document Reference 4](#_Toc23774290)

[1.5 Document Contributors 4](#_Toc23774291)

[1.6 Glossary of Terms 4](#_Toc23774292)

[2 Basic Information 5](#_Toc23774293)

[2.1 Common Triage Questions / Problems 5](#_Toc23774294)

[2.2 Add new user 5](#_Toc23774295)

[2.3 Remove user 5](#_Toc23774296)

[3 Escalations 6](#_Toc23774297)

[3.1 Escalation Matrix for P1 6](#_Toc23774299)

[3.2 Escalation Matrix for P2-P4 6](#_Toc23774300)

[3.3 Escalation points 7](#_Toc23774301)

[3.4 Business Agreed SLAs 7](#_Toc23774302)

# Introduction

## Document Purpose

The purpose of this document is to provide the Auckland Transport Shared Service Desk with any applicable basic information, escalation paths, new user methodology and triage questions.

The document is not intended to be a high level technical document, this is a basic service desk document only and should be written from that perspective. This document should only be signed off AFTER the operational acceptance documents have been signed off by AT OPS.

Please fill in all the fields below as applicable.

## Solution/Project Summary

Please briefly describe the project purpose, what it delivers and why it is needed. This is so that the service desk can better understand how to deal with the types of requests or incidents that come in.

## Document Audience

This document is intended for use by:

* Auckland Transport Service Desk Team

## Document Reference

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | Title | Author | Version | Date |
|  | Any applicable references to Service Desk Team ie ops Acceptance Document |  |  |  |
|  |  |  |  |  |

## Document Contributors

| Name | Title/Role | Nature of Contribution Version | Date |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Glossary of Terms

The following tables describes the specific terms that have been used throughout this document.

|  |  |
| --- | --- |
| Term | Description |
|  |  |

# Basic Information

Usage of solution

## Common Triage Questions / Problems

E.g. Add/remove user access

|  |  |  |
| --- | --- | --- |
| ***Scenario / Question*** | | |
| ***Critical Question*** | ***Critical Answer / Resolution*** | |
| **Question Heading 1** | | |
| Question | Answer | |
| **Question Heading 2** | | |
| Question | | Answer |
| **Question Heading 3** | | |
| Question | | Answer |
| **Question Heading 4** | | |
| Question | | Answer |
| **Question Heading 5** | | |
| Question | | Answer |
| **Question Heading 6** | | |
| Question | | Answer |

## Add new user

Please include a how to process for creating/adding new users to use the app/solution.

## Remove user

Please include a how to process for removing/disabling users to use the app/solution.

# 3 Escalations

All internal P1s are logged via the Auckland Transport Shared Service Desk.



## Escalation Matrix for P1

| **Support Level** | **Owner** | **Contact Details** |
| --- | --- | --- |
| 1st Level Support | AT Service Desk |  |
| 2nd Level Support | Dependent on issue:  List down the issues |  |
| 3rd Level Support | Dependent on issue:  List down the issues |  |

## Escalation Matrix for P2-P4

Please define the second and third level support teams / vendors and their contact details.

| **Support Level** | **Owner** | **Contact Details** |
| --- | --- | --- |
| 1st Level Support | AT Service Desk |  |
| 2nd Level Support | Dependent on issue:  List down the issues |  |
| 3rd Level Support | Dependent on issue:  List down the issues |  |

## Escalation points

The below contacts are escalation points in the event that support requests are not responded to:

| **Support Level** | **Auckland Transport** |
| --- | --- |
| 1st level escalation point |  |
| 2nd level escalation point |  |
| 3rd level escalation point |  |

## Business Agreed SLAs

Below are the current SLAs:

| **Priority** | **Time for Contractor to own ticket** | **Time for Contractor to initially notify AT** | **Frequency to update AT on the status** | **Effort** | **Time to Resolve** |
| --- | --- | --- | --- | --- | --- |
| P1 |  |  |  |  |  |
| P2 |  |  |  |  |  |
| P3 |  |  |  |  |  |
| P4 |  |  |  |  |  |

Below are definitions of the severity codes (P1 – P4).

| **Incident Severity Code** | **Description** |
| --- | --- |
| 1 (Critical) |  |
| 2 (High) |  |
| 3 (Medium) |  |
| 4 (Low) |  |