

Digital IT

End user IT Support and IT Operations



OBJECTIVE

Understand the major change in IT support
Driving factors for this change
Feedback from all
Support and Sponsor the BIG change

BENEFITS OF GLOBAL IT SUPPORT

People

- Uninterrupted 24X7 IT support
- Quick response and resolution to calls
- Clear service catalogue of services from IT

IT

- Improved productivity with one global IT partner
- Centralized IT processes across the globe that paves way for automation
- Deeper technical skills for solving IT problems

Organization

- Experts in IT to support digitization goals
- Improved turnaround time for IT projects with better planning

Pain areas in today's IT model

Decentralized IT support limiting automation

No proactive solution to recurring IT problems

People Dependency

Lack of 24X7 support

Lack of self-help solutions (no knowledge base)

Greater risk of security breaches



Types of IT Support

What is an IT Incident?

- What is meant to work has broken or is not working like laptop/desktop/email, SAP, other SW Apps etc.

What is an IT request?

- Request for a new service like access, new laptop, new desktop, license etc.

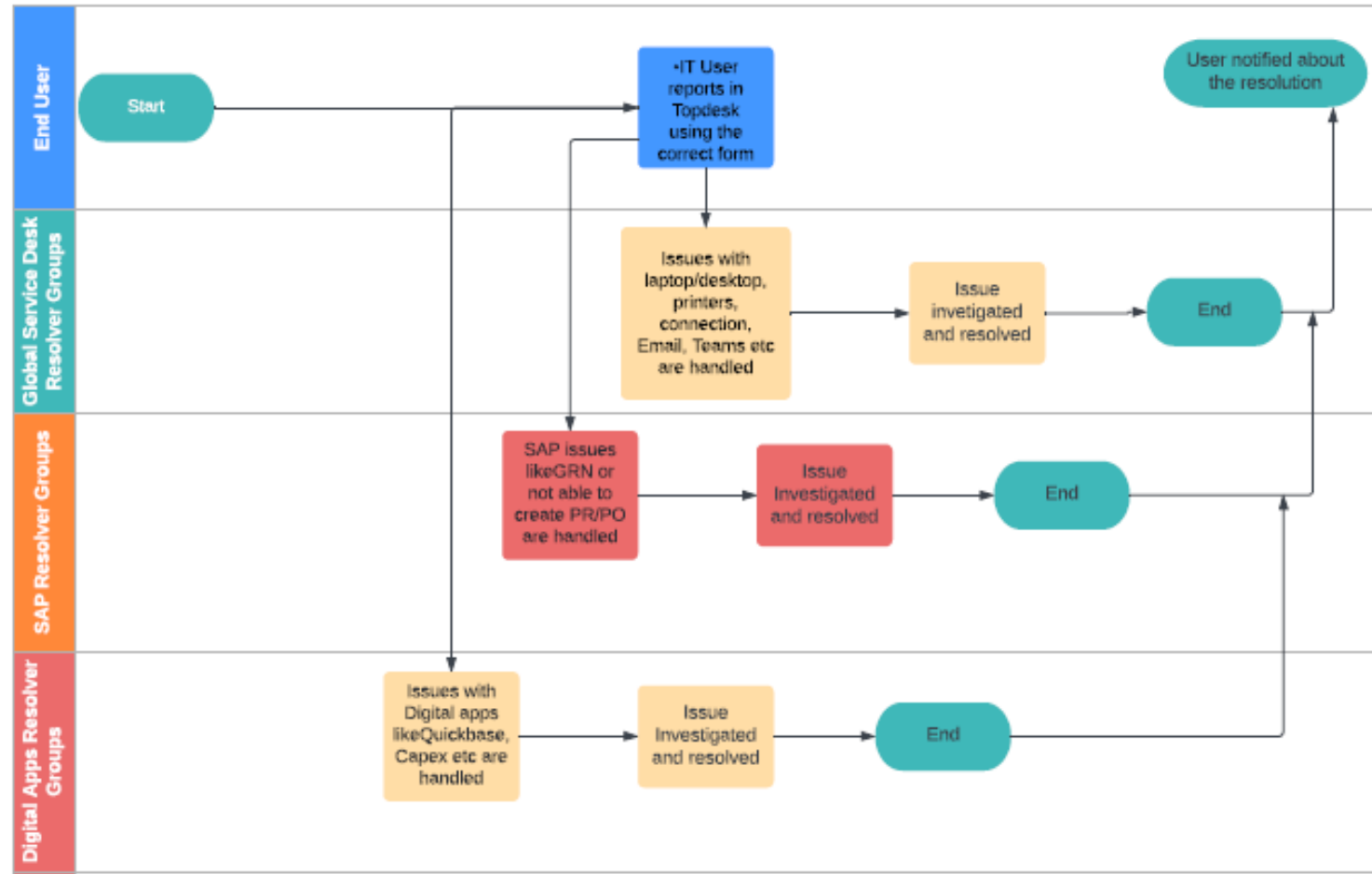
Change Request or Enhancement

- Addition of new functionality in an app

New IT Projects

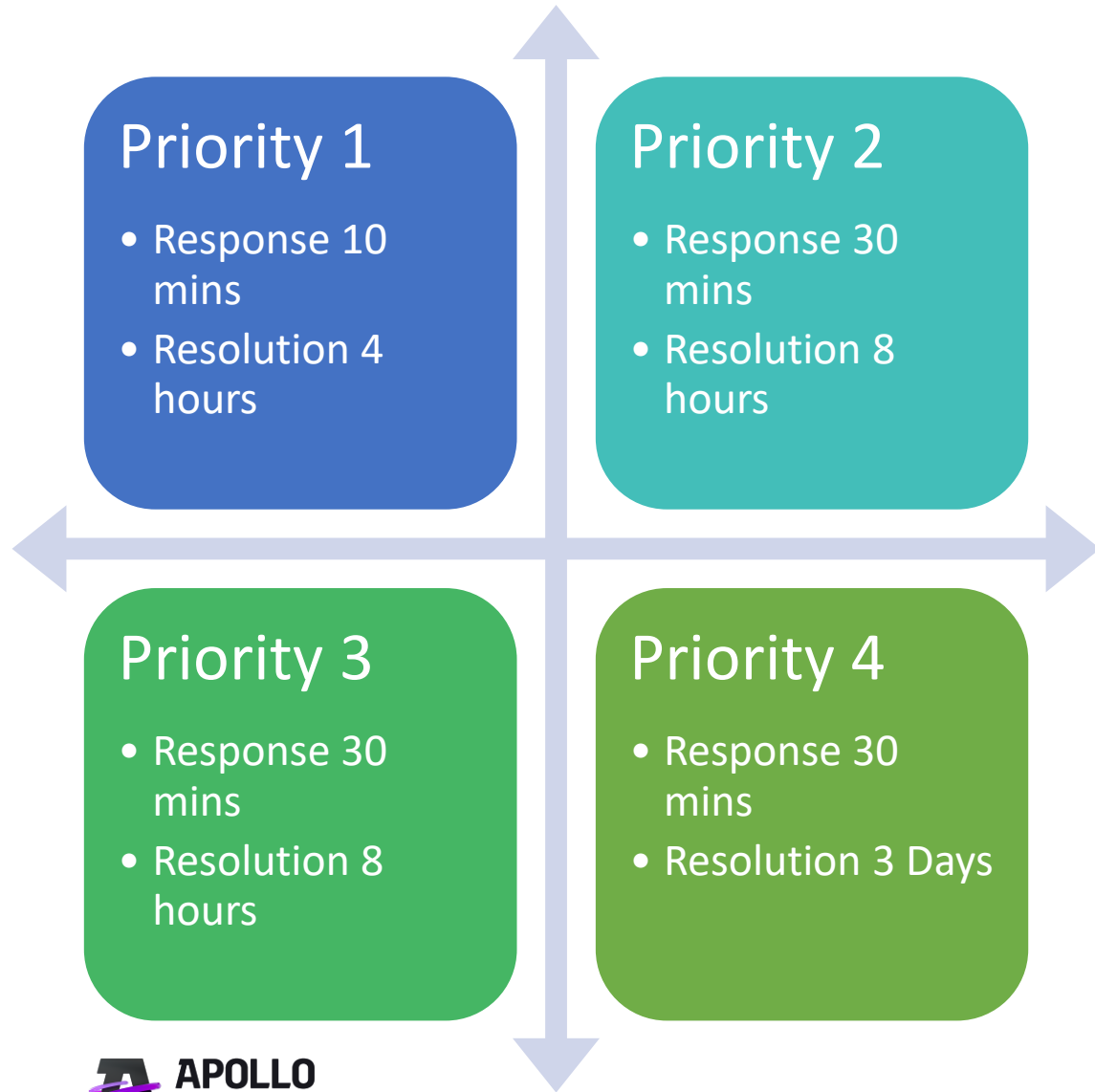
- Implementing new IT solution

Incident Support Model




Adobe Acrobat
Document


Service Levels and Priority Definition




Priority is based on impact and urgency and is used to identify required times for actions to be taken

 Priority 1 (Critical Impact) - More than 10% of production, customer order taking and invoicing has stopped

 Priority 2 (Major Impact) – VIP issues, or key functional staff or more than 5% of production customer order taking and invoicing has stopped

 Priority 3 (Moderate Impact) - Non-critical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability. A workaround is available

 Priority 4 (Minor Impact) - A problem which affects an individual user (e.g. – Individual hardware problem, printing problem)

P1 Incident Management Process

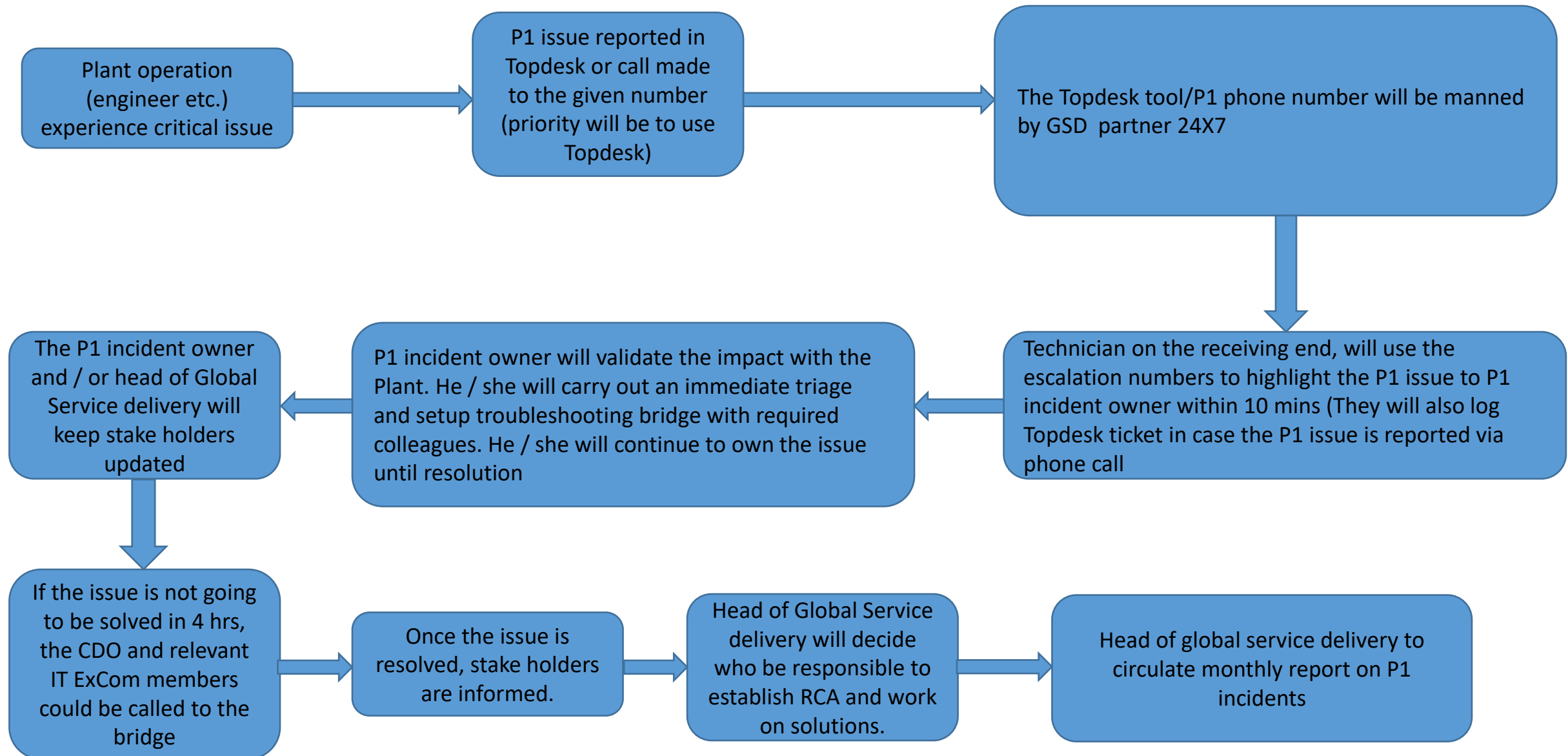
What is a P1 incident?

In simple terms, Priority 1 (P1) is a complete business down situation or a single critical system down with high financial impact i.e. significant percentage of business is affected.

A few examples are:

- More than 10% of production has stopped
- More than 10% of RDC is unable to operate including B2B portal (Sampark) is down
- More than 10% team cannot invoice or take sales orders
- London, Gurgaon, Singapore, Amsterdam and Atlanta offices connection is totally lost
- Email down for all Apollo users

P1 incident management process after go live



The CHANGE

The Major Change
Management
Required from IT
Users

- No Ticket – No Help (No Shoulder tapping , email or telephone calls)
- Be more self service e.g., follow instructions for meeting room setup or changing mouse batteries
- Invest time to document the problem clearly
- DO NOT ask for any service not listed in the agreed service catalogue
- Invest time to test and confirm your problem is solved (If you do not confirm in 48 hours, ticket will be auto closed)
- Take time to learn how to use Topdesk
- DO NOT use Topdesk for projects/enhancements



Thank you

apollo
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