

Service Desk Process

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1 Purpose

Our goal is to deliver a high-quality service to our customers in a timely manner. This document outlines the key information and processes for customers to follow when contacting our Service Desk for support and how our team manage incidents through to resolution.

2 Support Hours

Support Core Hours	08:30 – 17:00 Monday – Friday except on bank holidays and public holidays in England and during the period between 25 December and 1 January (inclusive).
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3 Contacting the Service Desk

Customers can contact our Service Desk via JIRA and phone (during core hours):

JIRA: <https://imosphere-uk.atlassian.net/servicedesk>

Telephone number: 0800 802 1884

Support requests made in other ways (such as contacting one of our Solution / Product Consultant directly to report a problem) are discouraged and fall out of scope of SLA commitments.

It is the responsibility of the Customer to notify us of any Faults as soon as they become aware of them.

Before requesting support, Customers must first ensure your local network systems and browsers are working correctly.

When contacting the Service Desk, you **must** provide:

- Exact details of the Fault, including the time the Fault was experienced and any error messages were received and if relevant how many users are affected.
- If applicable, exact details relating any estimated budget queries, including calculated estimated budget and expected budget.
- Screenshots of the Fault where appropriate and brief explanation as to what was happening at the time the Fault was experienced.
- Explanation as to the impact this Fault is having on users, is there a workaround identified and in use; and
- such other data, documents, information and assistance as are reasonably necessary to assist us to reproduce operating conditions similar to those present when you detected the relevant Fault and to respond to the relevant support request.

4 Incident Management

4.1 Process

The following sections outline the stages of Incident Management which adopt.

4.1.1 Incident logging

As outlined in Section 3, Customers can log incidents using two main support channels.

Support requests made in other ways (such as contacting one of our Solution / Product Consultant directly to report a problem) are discouraged and fall out of scope of SLA commitments.

4.1.2 Ticket Creation

All incidents / support requests which are emailed to the JIRA Service Desk, are automatically assigned a unique reference number and an acknowledgment email sent directly back to the individual logging the incident.

Any incidents / support requests received by phone are logged in JIRA with an automatically assigned unique reference number and an acknowledgment email sent directly back to the individual logging the incident.

Once a ticket has been created in JIRA this marks the start of the Response Time.

4.1.3 Incident Prioritisation

We shall assign a priority to all inbound and active incidents / support requests based on the information supplied to us and the severity of the Fault.

Refer to the Service Level Agreement for more information on priority levels and response times.

4.1.4 Incident Resolution

To investigate and resolve a Fault, we will require the reasonable assistance or cooperation of the Customer to provide relevant information. Response times will end when an initial response is provided, or we are awaiting a response from the customer in order to investigate further.

4.1.5 Incident Closure

An incident will be marked as resolved once the reported fault has been resolved. An incident can be re-opened by the customer within 48 hours of being set to resolved if the customer deems that the fault has not been resolved.

After 48 hours has passed the incident will be closed on JIRA and is unable to be re-opened. A new incident on JIRA would need to be raised by the customer if the incident has re-occurred or has not been fully resolved.