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**SERVICE DESK WORK REGULATIONS**

**Approval Sheet**

**AGREED:**

**Responsible Persons of the Employer:**

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| **Position of the responsible person** | **Full name** | **Signature** | **Date** |
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**Responsible persons of the Contractor:**

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| **Position of the responsible person** | **Full name** | **Signature** | **Date** |
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# LIST OF ABBREVIATIONS

|  |  |
| --- | --- |
| AS | Automated system |
| IT | Information technology |
| C.h. | Calendar hour |
| W.h. | Work hour |
| ITS | IT Service Provider |
| ITIL | Information Technology Infrastructure Library |

# TERMS AND DEFINITIONS

|  |  |
| --- | --- |
| Service Desk | Automated system (AS) of IT management of "Service Desk" class |
| IT service change | Addition, modification or deletion of accepted, supported hardware, software, applications, environment, systems, documentation |
| Incident | Any event, not part of the standard operation of a service, that has caused or may cause a failure in the provision or degradation of the quality of that service, or service requests submitted to the IT Service Provider. |
| IT service (service) | A set of IT and non-IT assets provided to a Consumer by an IT provider to accomplish one or more tasks and perceived by the Consumer as a single entity |
| Support line | A logical group of personnel or structural units engaged to perform support functions in a sequence defined by a given sequence number (1st, 2nd, 3rd, etc.), and engaged when support tasks are not successfully resolved on the previous line. Initial support is provided by the 1st support line |
| User | A person who uses IT, including an IT service, in their day-to-day work |
| Consumer | A business unit whose authority it is to define the requirements for an IT service. |
| Problem | The unknown root cause of one or more incidents |
| Service Desk | A service desk that represents a single point of contact between IT service providers and Users in the day-to-day use of IT services and provides initial support to Users. |

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# GENERAL INFORMATION

## Purpose of the document

This document has been prepared to optimize the processes of the Customer's IT Service Desk and details the role-based incident management procedure in terms of receiving and processing incidents.

The Customer's Service Desk is functionally organized on the basis of the User Support Group with participation of dedicated employees of other PIT divisions involved in IT services provision and incident resolution, without separation into an independent PIT division. The names of officials and subdivisions involved in the implementation of this regulation are given in accordance with the process roles described in [1]. These roles are assigned to the Customer's assigned ITS employees, and the current ITS staffing table is not changed.

The document is intended for personnel involved in incident resolution, restoration and provision of IT services.

## Service Desk goals, objectives and performance targets

## Goals, objectives and scope of competence of the Service Desk Service

The Service Desk is functionally organized on the basis of the User Support Group with the participation of dedicated employees of other ITS divisions involved in the provision of IT services and incident resolution in order to facilitate the provision of agreed IT services by providing users with a single point of contact with ITS divisions and performing the necessary support procedures.

The main tasks of the Service Desk are:

* providing a consistent point of contact between users, ITS departments, and external service providers;
* facilitating the provision of services at the operational level, including incident management processes;
* maintaining focus on users' perception of IT services and their satisfaction with IT services, including through building long-term mutually beneficial relationships with users;
* assistance in identification of costs for IT services and IT infrastructure support and their reduction by increasing support efficiency.

The competence of the Service Desk includes receiving and processing user requests related to IT services provided by ITS.

The Service Desk is obliged to receive and properly process requests from any employee of the enterprise, if the request falls within the Service Desk's scope of competence.

## Service Desk responsibilities and authorities

The main responsibility of the Service Desk is to ensure the reception and registration of user requests and the resolution of registered incidents in accordance with the Service Desk's performance targets (see subsection 2.3) and the established regulatory timeframes for incident processing (see subsections 3.3 and 3.4).

To ensure the achievement of the set goals and objectives, the Service Desk is vested with:

* the right to involve Service Desk specialists and specialists from any ITS division in resolving incidents in accordance with the content of the incident;
* the right to escalate incidents to authorized officials from the Service Desk and ITS divisions.

## Service Desk performance targets

Service Desk performance targets are presented below (see Table 1). These indicators are set and changed by the Head of ITS.

Table 1 - Service Desk performance targets

| Indicators | Planned values of indicators |
| --- | --- |
| Percentage of requests for support or IT services received and processed by the Service Desk | 100% |
| Maximum number of incidents received and processed by the Service Desk per month | No more than 1,500 incidents |
| Average labor input of the Service Desk Service to manage one incident | no more than 10 people×min |
| Percentage of incidents resolved by Service Desk without referral to other ITS divisions | 50% |
| Percentage of incidents solved by the Service Desk 1st support line | 15% |
| Average labor input of the 1st support line of the Service Desk to resolve one incident and restore/provide service | no more than 10 person×min |
| Percentage of incidents resolved by the 2nd Service Desk support line | 35% |
| Average labor input of the 2nd support line of the Service Desk to resolve one incident and restore/provide service | no more than 30 person×min |

## Procedure for receiving and registering user requests and ensuring resolution of registered incidents

## Established time of receiving user requests by the Service Desk

The Service Desk (specialists of the 1st support line) receives user requests on working days in accordance with the established schedule (see Table 2).

Table 2 - Schedule of receiving user requests by the Service Desk.

| Days of the week | Time of reception of appeals,  (Moscow time) | Scheduled break,  (Moscow time) |
| --- | --- | --- |
| Monday | 8:30-17:20 | 1 hour between 12:00 - 14:00 |
| Tuesday |
| Wednesday |
| Thursday |
| Friday | 8:30 – 16:05 | 1 hour between 12:00 - 14:00 |
| Saturday | No appointments are available | - |
| Sunday |

On a pre-holiday working day, the time of reception of user appeals is reduced by one hour.

If working days are postponed to Saturday or Sunday, the reception of users' appeals on these days is carried out according to the schedule of the postponed working day, taking into account the requirements of clause. 3.1.2.

## Channels of receiving requests to the Service Desk Service

Channels of incoming requests to the Service Desk are presented below (see Table 4).

Table 3 - Channels of incoming requests to the Service Desk service

| Channel name | Channel details |
| --- | --- |
| By phone | number 33604 |
| By fax | number 33604 |
| By e-mail | address: HelpDesk@customerscompany.com |
| Via Web-interface of the Service Desk AS | address: ХХХ |
| By personal communication with an authorized Service Desk employee. | Service Desk premises: |

## Procedure for receiving and registering requests

All user requests are received and registered by the Service Desk 1st support line personnel.

All industrial applications received by the Service Desk are subject to registration in the form of an incident in the AS Service Desk, including:

* all appeals addressed to the Service Desk Service by mistake;
* all appeals that were promptly resolved by the Service Desk personnel directly during the initial telephone or personal communication with the incident initiator;
* all appeals for which there is no complete initial information from the initiator about the incident;
* all calls from different Initiators due to the same problem or known error.

At the same time:

* all appeals received by the Service Desk during the working day at the established time for receiving appeals (see subsection 3.1) must be registered in the AS Service Desk on the same working day; postponing the registration of an incident to the next working day is not allowed.
* all incidents registered in the Service Desk AS during the working day shall reflect the results of classification and initial assessment on the same working day; postponement of actions to reflect the results of classification and assessment of the incident in the incident card to the next working day is not allowed.

The performance standards for operations related to receiving and registering user requests and their classification and assessment are presented below (see Table 4).

Table 4 - Norms for receiving, registering, classifying and evaluating user requests

| A standardized stage of the incident management process | Subject of rationing | Incident statuses at the start and end of the normalized operation | | Norm for the execution of the operation | Responsible persons | |
| --- | --- | --- | --- | --- | --- | --- |
| Incident status at the beginning of the operation | Incident status at the end of the operation | Responsible executor | Co-executors |
| Identification and registration of the incident | Waiting by the initiator for the Service Desk to respond to a phone call (within the established time for receiving requests) | - | - | 15  **seconds** | Specialist of the 1st line | - |
| Registration by the Service Desk of an incident in the AS Service Desk, received during the established time of receiving requests by phone, fax, e-mail, personal communication in the premises of the Service Desk from the moment of receipt of a written request / from the moment of the end of oral communication | - | "Registered" | 0,25 w.h. | Specialist of the 1st line | - |
| Classification and initial assessment of the incident | Classification of the incident (from the moment of registration of the incident in the Service Desk AS) | "Registered" | "Registered" | 0,25 w.h. | Specialist of the 1st line | - |
| Decision-making on the need to transfer incident management functions to another unit (from the moment the incident is registered in the Service Desk AS) | "Registered" | "Registered" | 0,25 w.h. | Specialist of the 1st line | - |
| Preventive informing of interested users (by means of the Service Desk AS) about a recorded incident with an incident impact factor value of 3.00 and higher (rules for calculating the impact factor, as well as about the expected timeframe for its resolution (from the moment the incident is registered in the Service Desk AS). | "Registered" | "Registered" | 0,25 w.h. | Specialist of the 1st line | - |
| Transfer of incident management functions to another unit (from the moment the incident is registered in the Service Desk AS) | "Registered" | "Rejected" | 1,00 w.h. | Specialist of the 1st line | - |

## Standards for resolving reported incidents

The Service Desk ensures the resolution of registered incidents in accordance with the established standards (see Table 5).

Table 5 - Incident resolution standards

| Indicators | Incident priority | | | | |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |
| Standards for resolving incidents with the type "IT Infrastructure Failure" | **4,0** к.ч. | **8,0** к.ч. | **16,0** р.ч. [[1]](#footnote-1) | **32,0** р.ч. [[2]](#footnote-2) | **160,0** р.ч. [[3]](#footnote-3) |
| Norms for resolving incidents with the type of "Service Request" | The norms of execution of service requests are regulated by separate organizational-administrative and technological documents of the ITS. | | | | |

The norms of performance of separate operations performed by Service Desk personnel and ITS divisions involved in incident resolution are presented in [2].

CHANGE REGISTRATION SHEET

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| Modification | Sheet (page) numbers | | | | Total sheets (pages) in the document | № of authorized document | Signature | Date | Note |
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1. This timeframe does not include the time the incident is in "Pending" status. [↑](#footnote-ref-1)
2. This timeframe does not include the time the incident is in "Pending" status. [↑](#footnote-ref-2)
3. This timeframe does not include the time the incident is in "Pending" status. [↑](#footnote-ref-3)