

APPENDIX 4F

HELP DESK SERVICES

1. INTERPRETATION

In this Appendix, in addition to the definitions set out in Schedule 1 of this Agreement:

“Help Desk Report” means any Demand Requisition, request for Services, report of a Service Failure or Unavailability Event or any other enquiry or report made to the Help Desk by a Facility User or automatically generated by the BMS or the CMMS; and

“Help Desk Services” means the services and requirements described in this Appendix 4F;

2. SERVICES

2.1 General Requirements

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Requirements] Project Co will deliver the Help Desk Services

- (a) during Opening Hours,
- (b) such that the Help Desk functions as the central communications hub for all Services including the marshalling of resources to provide the Services; and
- (c) in a comprehensive, effective, flexible and efficient manner to facilitate the smooth operation of the Facility; and

2.2 Help Desk Services

In connection with the operation of the Help Desk, Project Co will:

- (a) provide for Facility Users to submit Help Desk Reports by telephone, electronic mail or other electronic means;
- (b) respond initially to all Help Desk Reports:
 - (1) if made by telephone, within 4 rings of the telephone;
 - (2) if made by electronic mail or by other electronic means, within 1 minute of receipt at the Help Desk;
- (c) record and notify the Authority of :
 - (1) all Service Failures and Unavailability Events;
 - (2) accidents or emergencies;

- (3) complaints or compliments and other comments received from Facility Users in connection with the Services;
- (d) monitor the BMS and the CMMS including the monitoring of alarms, emergency and security systems;
- (e) implement and manage a function booking system for the Facility which records:
 - (1) function type and details;
 - (2) contact details of the client; and
 - (3) authorized budget code;
- (f) create, update and deliver to the Authority and other Facility Users Help Desk user instructions as and when required;
- (g) provide Help Desk user training to the Authority and other Facility Users as and when required;
- (h) maintain a daily electronic log of all Help Desk Reports including:
 - (1) Help Desk operator's name to whom the enquiry was made or the automated electronic system which generated the report;
 - (2) the name of the Facility User;
 - (3) date and time;
 - (4) location;
 - (5) nature of the Help Desk Report;
 - (6) service required;
 - (7) classification (priority);
 - (8) unique request reference identifier;
 - (9) date and time request passed to the appropriate person for response;
 - (10) action taken and by whom; and
 - (11) the actual Response Time and Rectification period;
- (i) not amend, delete or alter any details recorded by the Help Desk unless approved by the Authority and the following information is recorded and maintained:
 - (1) the exact nature and impact of the amendment;
 - (2) the reason for the amendment; and

- (3) by whom the amendment was authorized;
- (j) ensure that in the event of emergencies the Help Desk will assist in raising the alarm, reporting the incident to internal and external authorities and log the details;
- (k) maintain confidentiality consistent with the Authority's policies.

2.3 Classification of Service Request

Upon a Demand Requisition, request for service or other inquiry being made to the Help Desk, Project Co will make an initial determination and categorize each using the following classification (priority) protocol:

Category	Definition
Emergency	Any events felt to be life or limb threatening or serious enough to cause significant economic or environmental damage. Any Demand Requisition for a matter which is required to avoid a life or limb threatening event or an event serious enough to cause significant damage or disruption.
Urgent	Any faults that will cause operational problems if not attended to quickly, or which may develop into an emergency if not remedied. Any Demand Requisition which requires attendance quickly to avoid operational problems, or an Emergency if not remedied.
Routine	Any faults that are not immediately detrimental and not causing significant operational problems. Any Demand Requisition that is not immediately detrimental and not causing significant operational problems if not attended to.

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.1	The Helpdesk Service is available during Opening Hours	High for each hour during operating Hours that the Help Desk is not available	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.2	All Demand Requisitions, Service Failures or Unavailability Events are electronically recorded by the Help Desk	Medium	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.3	No amendments are made to the information logged with the Help Desk unless the amendments are clearly identified and have been approved by the Authority.	High	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.4	Provide assistance in raising alarms, reporting emergencies to internal and external authorities and logging of the details in the event of an emergency.	High	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.5	All telephone calls to the Help Desk are answered within 4 rings of the telephone and all other electronic reports are responded to within 5 minutes of receipt by the Help Desk.	Low for the first five per day exceeding the answering or response time and then Medium for each occurrence thereafter	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.6	Confidentiality is maintained in accordance with Authority's policy.	High	N/A	N/A	Per Occurrence	Monthly Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.7	Project Co implementing and adhering to all other elements of the Annual Service Plan related to Help Desk Services and not otherwise addressed in this Section 3.	Low	N/A	N/A	Per Occurrence	Monthly Monitoring Report