

APPENDIX 4D

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 in respect of the Facility, 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; and

2. SERVICES

2.1 General Requirements

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

- (a) 24 hours per day, 365(6) days per year, with provision of back-up plans to ensure continuity of service;
- (b) such that the Help Desk functions as the central communications hub for service requests for:
 - (1) the Facility;
 - (2) all Services and management of the Facility including:
 - (A) receiving, logging and responding appropriately to telephone, facsimile, e-mail and other communications and liaising with all Facility Users on the progress and status of work;
 - (B) capturing and logging particulars of Help Desk Reports in respect of the Facility and referring these to the Service Provider or appropriate Sub-Contractor;
 - (C) redirecting all calls in respect of the CWHC Campus other than the Facility by providing the appropriate telephone number for other service providers; and
 - (D) redirecting calls in respect of IMIT by providing the appropriate telephone number for the centralized IT service desk;
- (c) in a comprehensive, effective, flexible, user-friendly and efficient manner to facilitate the smooth operation of the Facility; and

- (d) such that Facility Users can at all times electronically view and audit the current status of their Help Desk Reports from any location within the Facility.

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 and other electronic means;
- (b) respond initially (i.e. not put "on hold") to all Help Desk Reports:
 - (1) if made by telephone, by a live operator within 30 seconds of the first ring of the Help Desk telephone;
 - (2) if made by electronic mail or by other electronic means, within 5 minutes of receipt at the Help Desk;
- (c) keep records of telephone and electronic response times, number of calls on hold, length of hold calls and number of calls abandoned;
- (d) immediately redirect, in accordance with the contact information provided by the Authority from time to time, all calls, reports or requests received at the Help Desk in respect of the CWHC Campus other than the Facility and in respect of IMIT;
- (e) record and notify the Authority of:
 - (1) all Service Failures and Unavailability Events promptly if such failures or events will have a material impact on the use of the Facility by Facility Users and otherwise in accordance with Section 6.2 of Schedule 4 [Services Protocols and Specifications];
 - (2) accidents or emergencies promptly after occurrence;
 - (3) complaints or compliments and other comments received from Facility Users in connection with the Services promptly following receipt;
- (f) monitor the BMS and the CMMS including the monitoring of alarms, equipment alarms, emergency and security systems;
- (g) create, update and deliver to the Authority and other Facility Users Help Desk user instructions as and when required;
- (h) provide Help Desk user training to the Authority and other Facility Users as and when reasonably required;
- (i) 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) to whom, the time and means by which the Help Desk redirected CWHC related calls and requests;
 - (8) Service Failure level (i.e. High Service Failure, Medium Service Failure, Low Service Failure);
 - (9) unique request reference identifier;
 - (10) date and time request passed to the appropriate person for response;
 - (11) action taken and by whom;
 - (12) the actual Response Time and time to Rectify the subject matter of such request;
 - (13) any required follow-up actions; and
 - (14) automatic time stamp.
- (j) 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;
- (k) ensure that in the event of emergencies the Help Desk will raise the alarm, in accordance with reviewed policies and procedures pursuant to Section 4.2(b)(2)(D) of Schedule 4 [Services Protocols and Specifications], reporting the incident to internal and external authorities and log the details;
- (l) maintain confidentiality consistent with the Authority's Policies.

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.1	The Help Desk Service is available at all times.	High for each 30 minute period that the Help Desk is not available	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.2	All Demand Requisitions, Service Failures or Unavailability Events are electronically recorded by the Help Desk.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.3	[Intentionally Deleted]					
3.4	[Intentionally Deleted]					
3.5	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	Performance Monitoring Report
3.6	Provide assistance in raising alarms, reporting emergencies to internal and external authorities and logging of the details in the event of an emergency including monitoring and reporting on escalating situations.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.7	All telephone calls and other electronic reports to the Help Desk initially answered and responded to (i.e. not put "on hold") as required under Section 2.2(b) of this Appendix.	Low for the first five per day exceeding the answering or response time and then Medium for each occurrence thereafter	N/A	N/A	Daily	Performance Monitoring Report
3.8	Confidentiality is maintained in accordance with Authority's policy.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.9	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	Performance Monitoring Report

Note: N/A means "not applicable" and that the table does not indicate or specify a Response Time or Rectification Period for the specified Performance Indicator.