

**PROJECT or SERVICE NAME**

**Document name Service Desk Script**

**Prepared by:** Author

**PURPOSE OF DOCUMENT**

The Service Desk Script is intended to provide Service Desk staff with details of information that should be captured when logging calls related to the service, escalation guidelines and FAQ information.

**RACI**

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| Responsible | Accountable | Consult | Inform |
| Applications | Project Board & Project Executive | Infrastructure | Project Manager, Business Owner, Service Management, Research IT |

*GUIDANCE NOTE: This should show who is responsible, accountable, consulted and informed with regard the document*

**DOCUMENT CONTROL**

CHANGE CONTROL TABLE

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| Version | Amendment | Description | Release Date | Updated by |
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# Basic Details Required

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| All enquiries or Incident reports require the following basic details:   * Full Name * Contact number * User Name/Login ID * Location at the time (e.g. Campus, Building & Room number) * Device Type and Model, if relevant to the fault (e.g. Dell Desktop PC, Mac etc.) * Device Name of affected machine if QMUL owned (PC Asset Tag/Network Printer Name) * Device Location (if different to your location) * When was the device or service last known to have worked? * Availability of customer |

# Diagnostic Information Required

List below specific questions the Service Desk should ask to enable Level 2 or 3 teams to diagnose an incident with this service or application. This might include any or all of the following (*GUIDANCE NOTE*: *Add more as required)*:

* Service Name (e.g. Email, QMplus, Echo 360, Web Site (provide URL), Printing etc.)
* Description of the fault (include any error message displayed)
* IP Address if network related and known
* Which other locations are experiencing the same problem?
* Number of users affected.
* What was the user trying to do when the error occurred?
* What does the user expect to happen and what actually happened instead?
* Is the problem constant or intermittent?
* Is this a new user? Have they used the application before?
* Have they received any formal training?
* Results of any troubleshooting steps already tried (e.g. powered off and on again)
* Provide a screenshot of the screens showing the problem if possible.

# Level 2/3 Escalations

Specify the level 2 or 3 Support Teams to receive escalations of incidents for this service or application. If this is dependent on answers from any of the Diagnostic Information above, specify the alternatives and dependencies.

*For example,*

*If the answer to question x is y then escalate to the zzzz team, otherwise escalate to xyz team.*

# FAQs

Provide FAQs of common issues which either the user or the Service Desk can refer if possible to effect a first line fix. FAQs should have the following sections:

* Question
* Possible Symptoms
* Cause
* Solution
* Keywords