

**PROJECT NAME**

**Support Model**

**Prepared by:** Author

**PURPOSE OF DOCUMENT**

The Support Model identifies key elements required to provide support for the service by the Service Desk and second and third line technical support teams. The document will be completed collaboratively between the Project Manager, Service Desk Manager and the Service Management team

**RACI**

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| --- | --- | --- | --- |
| Responsible | Accountable | Consult | Inform |
| Project Manager | Project Board & Project Executive | Business Owner, Infrastructure, Applications, 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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**APPROVALS**

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# Contact Channels and Details

*Guidance Note*: *Update, amend or add to the standard text in the table as required.*

|  |  |  |
| --- | --- | --- |
| **Type** | **Details** | **Information** |
| Client contact   * Web Chat * Phone * Self Service Portal (SSP) * Email | * http://www.its.qmul.ac.uk/ * 020 7882 8888 * <https://servicedesk.qmul.ac.uk/> * its-servicedesk@qmul.ac.uk | * Chat & Call submission: 24/7   Manned Mon-Fri 8:00 - 18:00 plus NorMAN out-of-hours service   * SSP Submission: 24/7 * Email submission: 24/7 |
| Internal escalations to 2nd and 3rd line support | Referrals from the Service Desk via Ivanti ticket | * Support Hours: Mon-Fri 8:00 - 18:00 * SSP Submission: 24/7 |
| External escalations | * Phone * Email | Usually contacted by 2nd or 3rd line support teams |
| Business Service Owner |  |  |
| IT Service Owner |  |  |

# Functional Escalation Levels

*Guidance Note*: *Update, amend or add to the standard text in the table as required. Note any special arrangements for support provided by teams at level 2 and 3 under Details..*

|  |  |  |
| --- | --- | --- |
| **Type** | **Team** | **Details** |
| Level 1 | * Service Desk Manager: | The Service Desk is responsible for 1st line diagnosis in line with SLA’s. This includes basic user questions re login and account issues and guidance on how to use standard applications / service / operating system.  Typical request / incident categories handled by the team are listed in the Support Matrix in section 3.  The team will follow the Incident and Request Fulfilment Process as and where required. |
| Level 2 | * Campus Customer Support (CCS) Manager: | The normal Service Desk processes of ticket reassignment after triaging will be followed. Typical request / incident categories handled by the teams are listed in the Support Matrix in section 3.  The second line will perform proper investigation of the reported issue and attempt to resolve the ticket. If unable to do so, they may escalate the issue to appropriate third line support.  The team will follow the Incident & Change Management and Request Fulfilment Process as and where required. |
| Level 3 | * *Team name:*   Manager: | Typical categories handled are listed in the Support Matrix in section 3.  The teams will follow the Incident & Change Management and Request Fulfilment Process as and where required. |

# Support Matrix

*Guidance Note*: *The matrix table below lists some common support tasks which may be required. Update, amend, add or delete rows, columns and text in the table as required.*

All support requests will be handled in Ivanti and triaged by the Service Desk. The support responsibility matrix below lists the major categories of task required to provide support for the service and indicates which team(s) are responsible for providing that support.

**Service Offering as defined in SDD**: (*select from list*) **Fully Managed** / **IaaS** / **PaaS** / **SaaS**

| **Support Issue** | **School** | **Service Desk** | **Campus Cust Support** | **Client Devices** | **Applications** | **Infrastructures Software** | **Servers & Storage** | **Networks** | **Database Team** | **Research Applications** | **3rd Party** | **Notes** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Triage and Assessment |  |  |  |  |  |  |  |  |  |  |  |  |
| Application Account Set up |  |  |  |  |  |  |  |  |  |  |  |  |
| Create AD Profile |  |  |  |  |  |  |  |  |  |  |  |  |
| AD Account Checking |  |  |  |  |  |  |  |  |  |  |  |  |
| Issue One-time Passcode |  |  |  |  |  |  |  |  |  |  |  |  |
| Remote Control |  |  |  |  |  |  |  |  |  |  |  |  |
| VDI Access Control |  |  |  |  |  |  |  |  |  |  |  |  |
| Network issue |  |  |  |  |  |  |  |  |  |  |  |  |
| Application Issue |  |  |  |  |  |  |  |  |  |  |  |  |
| Application Maintenance |  |  |  |  |  |  |  |  |  |  |  |  |
| Client App Maintenance |  |  |  |  |  |  |  |  |  |  |  |  |
| File Recovery |  |  |  |  |  |  |  |  |  |  |  |  |
| File Restore from Backup |  |  |  |  |  |  |  |  |  |  |  |  |
| Data integrity Issue |  |  |  |  |  |  |  |  |  |  |  |  |
| Data Repository Issue |  |  |  |  |  |  |  |  |  |  |  |  |
| Data Backup |  |  |  |  |  |  |  |  |  |  |  |  |
| Peripherals Installation |  |  |  |  |  |  |  |  |  |  |  |  |
| OS / Middleware Assistance |  |  |  |  |  |  |  |  |  |  |  |  |
| OS / Middleware Maintenance |  |  |  |  |  |  |  |  |  |  |  |  |
| Manage 3rd Party Support |  |  |  |  |  |  |  |  |  |  |  |  |
| Hardware Problems / Faults |  |  |  |  |  |  |  |  |  |  |  |  |
| User training / guidance |  |  |  |  |  |  |  |  |  |  |  |  |
| New Issue/problem unknown to Service Desk |  |  |  |  |  |  |  |  |  |  |  |  |

# Additional Staff Resource Requirements

*Guidance Note: Give details of any additional staff resource required by this Support Model over and above existing levels*

|  |  |  |
| --- | --- | --- |
| **Level** | **Requirement** | **Details** |
| Level 1 School | Superuser/ Contact |  |
| Level 1 Service Desk |  |  |
| Level2/3 Teams |  |  |

# Support Documents, Scripts Available and Training Required

*Guidance Note*: *Update, amend or add to the standard text in the table as required.*

|  |  |  |
| --- | --- | --- |
| **Type** | **Target Audience** | **Details / Location** |
| Issues log | * Service Desk * CCS teams * Level 3 Teams |  |
| Documentation | * Service Desk * CCS teams * Level 3 Teams | * *e.g. Triage scripts* * *e.g Any client device dependencies / configuration* * *e.g Application design and dependencies (SDD). Installation and maintenance requirements.* |
| Training | * Service Desk * Level 2/3 teams | * *e.g Overview of application and any specific escalation requirements.* * *e.g Application familiarity, specific scripting / programming knowledge.* |

# Physical and Logistical Requirements

*Guidance Note*: *Update, amend or add to the standard text in the table as required.*

|  |  |  |
| --- | --- | --- |
| **Type** | **Requirement** | **Details** |
| Facilities |  |  |
| Phones |  |  |
| Workstations |  |  |
| Access Requirements | * *e.g. Access to new service* * *e.g. Account management* * *e.g. Remote Control* |  |

# Appendix: Additional Requirements

|  |  |  |
| --- | --- | --- |
| **Team** | **Item** | **Detail** |
|  |  |  |
|  |  |  |