

APPENDIX 4D
HELP DESK SERVICES

1. SERVICES

1.1 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 all Services and management of the Facility including 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.

1.2 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) provide a local or toll-free telephone number to access the Help Desk;
- (c) respond initially to all Help Desk Reports:
 - (1) if made by telephone, 90% of calls within 30 seconds and 100% of calls within 60 seconds answered by a live Help Desk operator to assess priority classification;
 - (A) Emergency calls will be addressed immediately and not put on hold;
 - (B) Urgent calls may be put on hold for a maximum of one minute during periods of high call volume with an option for the call initiator to leave a message for call back. All Urgent messages will be responded to within 5 minutes; and
 - (C) Routine calls may be put on hold for a maximum one minute during periods of high call volume with an option for the call initiator to leave a message for call back. All Routine messages will be responded to within 15 minutes; and
 - (2) if made by electronic mail or by other electronic means, within 15 minutes of receipt at the Help Desk;

- (d) within 30 minutes of the Help Desk Report, provide by telephone or email to the Facility User who made the Help Desk Request with Project Co's initial plan for Rectification of the Event;
- (e) monitor and track Help Desk statistics and provide a monthly report, as part of the Performance Monitoring Report, to the Authority including:
 - (1) daily call volumes;
 - (2) average initial call response times and number of calls not responded to within 4 rings;
 - (3) number of calls put on hold, average hold times, number of calls put on hold for longer than one minute and number of abandoned calls; and
 - (4) number of electronic or voice messages not responded to within the applicable times set out in Sections 1.2(c)(1) and 1.2(c)(2);
- (f) 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 5.2 of Schedule 4 [Services Protocols and Specifications];
 - (2) accidents or emergencies promptly after occurrence; and
 - (3) complaints or compliments and other comments received from Facility Users in connection with the Services promptly following receipt;
- (g) monitor the BMS and the CMMS, including the monitoring of alarms, equipment alarms, emergency and security systems, and immediately notify the Authority of any activated alarms in accordance with the Annual Service Plan;
- (h) create, update and deliver to the Authority and other Facility Users Help Desk user instructions as and when required;
- (i) provide Help Desk user training to the Authority and other Facility Users as and when required;
- (j) 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) Service Failure classification (i.e. High Service Failure, Medium Service Failure, Low Service Failure);
 - (8) unique request reference identifier;
 - (9) date and time request passed to the appropriate person for response;
 - (10) action taken and by whom;
 - (11) the actual Response Time and time to Rectify the subject matter of such request; and
 - (12) any required follow-up actions;
- (k) 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;
- (l) ensure that in the event of emergencies the Help Desk will raise the alarm, reporting the incident to internal and external authorities and log the details;
- (m) maintain confidentiality consistent with the Authority's Policies; and
- (n) track all non-conformances with respect to the Services within the Quality Management Plan.

2. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
3.1	The Help Desk Service is available at all times.	High	N/A	N/A	Per Occurrence	Immediate then every 30 minutes until Rectified	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	Monitoring Method
3.2	All Demand Requisitions, Service Failures or Unavailability Events are electronically recorded by the Help Desk.	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance 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	Per Occurrence	Performance 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 including monitoring and reporting on escalating situations.	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report
3.5	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 1.2(c) of this Appendix.	Low/Medium	N/A	N/A	Daily	Low for the first five calls per day exceeding the answering or response time and then Medium for each occurrence thereafter	Performance Monitoring Report
3.6	Confidentiality is maintained in accordance with Authority's policy.	High	N/A	N/A	Per Occurrence	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Application of Deduction	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	Per Occurrence	Performance Monitoring Report

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