

ITD ENTERPRISE HELP DESK AND DESK SIDE SERVICES



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- **Who are we ?**
- **How do you contact us ?**
- **What do we support ?**
- **What level of service can you expect ?**
- **What's next ?**

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Who are we ?

Enterprise Operations Manager - Frank Quarant (x3292)

Customer Support Manager – Marty Gormezano (x3418)

Help Desk, Account Management, and Desk Side Services currently staffed by 13 Decision One Employees.

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How do you contact us ?

To ensure that the most appropriate service is rendered,
please call the Enterprise Help Desk at extension

5522

Or Email us at

itdhelp@bnl.gov

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What do we Support ?

- PCs & Peripherals (printers, scanners, etc.)
- Application Software (shrink wrap and BNL developed)
- Account Management
- Cyber Security Incident Response
- Network and Internet Connectivity
- Telephone Service Requests
- Video Conference Scheduling

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What Level of Service can you expect ?

Hours of operation 8am – 5:30pm Monday through Friday

- Emergency response during off hours
- Off hour emails answered next business day
- 75% of all calls are resolved at the Help Desk on the first call (part of the Decision One Service Level Agreement)
- 70% of all break fix repairs completed within 7 days (part of the Decision One Service Level Agreement)
- No ticket will be closed without the customer's permission

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What's Next ?

- We're implementing customer call backs to provide updates.
- We're increasing our inventory of spare parts for PCs and peripherals – which will shorten the waiting time for repairs.
- We're implementing a toll free after hours hot line for emergency service.

ITD ENTERPRISE SUPPORT AN OVERVIEW

QUESTIONS & COMMENTS

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