



PANOPTICS

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IT Service Desk

Panoptics Service Desk is your primary point of contact for all users of the IT function within your business. Designed, resourced and deployed with real world experience in mind our IT Service Desk utilises ITIL best practices to deliver consistent responses. End users receive friendly, knowledgeable support from experts with the capability to resolve incidents and fulfil requests at the first point of contact or within the shortest timeframe possible – reducing any impact on your business operations.

"Very prompt response and resolution of issues. Excellent communication from the team who have first-rate technical skills and a pleasure to work with."

Brian Weaving, Iplacit

Features

Feature	Standard SLA Offered	Achievement
Call categorisation Priority 1	Resolution within 4 hours	>90%
Call categorisation Priority 2	Resolution within 24 hours	>90%
Call categorisation Priority 3	Resolution within 72 hours	>90%
Call categorisation Priority Service requests	Completion within 5 working days	>90%
Call categorisation Value Add	None	N/A
First Time Fix Rates	% of all calls	40% to 80%
Customer Satisfaction Questionnaires	10% of closed calls surveyed	100%
Contacting the Service desk - Calls	Calls answered within 20 seconds	>90%
Contacting the Service desk - Email	Calls logged and allocated to an Analyst within 30 Minutes	>90%
Tooling – ServiceNow	Availability	>99.8%
Tooling - Telephony	Availability	>99.99%

Service Description

The Panoptics Service Desk operates as your primary point of contact for anything IT related.

We recognise that to deliver successful **IT Managed Services** it is critical to establish clear lines of communications and expectations of both parties from the very beginning, which is why our IT help desk is at the very core of our services.

Panoptics will consult with you to understand the resourcing levels required based on the number of contacts, Incidents and Requests before providing a mechanism to plan the continued reduction of all of the above. This will ensure a more stable and suitable end user environment is delivered through ITIL methodologies such as Problem Management and Continuous Service Improvement.

Incident Management

The objective of Incident Management is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations. The time to restore the 'Normal Service Operation' & the impact on business operations is considered to be agreed within Service Level Agreement limits.

Definition of an Incident:

An Incident is defined as 'an unplanned interruption to an **IT Service** or reduction in the quality of an IT Service'. Failure of a Configuration Item that has not yet impacted Service, for example failure of one disk from a mirror set, is also an Incident

Additionally a "how to question" where an end-user has a specific question on how to use a standard or business application or any other request for information is logged as an Incident

How to generate an Incident:

An Incident can be generated from any of the following sources:

- A contact to the Service Desk, either by telephone or other interface (for example email, chat, self-logging)
- An event (however it should be noted that not all events are Incidents)

Core responsibilities:

- 07:00 till 19:00 Monday to Friday available
- Answer Telephone calls
- Receive and respond to emails
- Log emails into Service Desk tool
- Ticket triage (categorise/ prioritise and assign where applicable) and manage the incident /request through to completion
- Escalation of tickets in line with agreed criteria
- Use chase call process to allow staff to follow up on tickets
- Manage Escalations based on SLA breach thresholds
- Resolve incidents/ requests at 1st line where possible
- Ticket closure with agreement following resolution

- Ticket analysis for First Time Fix improvement and continual Knowledge Transfer

Request Management

The objective of Request Management (request end-user fulfilment) is to ensure that Requests are authorised, recorded, implemented, documented and reviewed in a controlled manner with minimal or no disruption to the service.

Request Management is also responsible for distributing tasks to resolving teams, as well as supplying their own fulfilment function under the Installs, Moves, and Additions & Changes (IMAC) and Systems Admin roles.

Definition of a Request:

A Request is defined as 'an action that needs performing within a customer's estate, for example a new user, folder access or mailbox account.

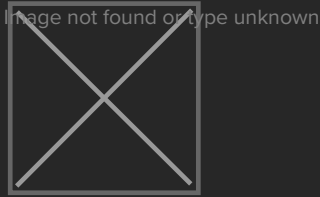
How to generate a Request:

A Request can be initiated from any of the following sources:

- Receipt of an email from the customer.
- A request recorded via the Service Desk Ticketing tool
- A telephone call from the customer.

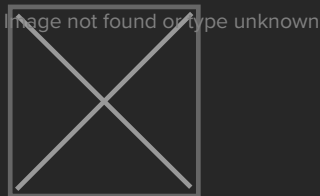
Other Services To Consider

Discover how all of our services work together to deliver additional end user benefits and greater value...[click here](#)



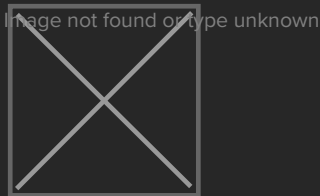
Onsite Support

Providing end users with a physical IT presence to give them comfort that any local issue will be resolved.



ITIL Functions

ITIL best practices combined with real world experience which facilitates an optimised service delivery.



Systems Management

Proactive management of business systems which maintains a stable IT estate and rapid response to incidents.

We're always available to discuss any IT Project and would welcome the opportunity to talk it through. Get in touch now and we're confident we will find the perfect solution for your business.

[Get in touch today.](#)