

IT SERVICE MANAGEMENT
IT SERVICE DESK ACCEPTABLE USE POLICY

Annexure - 50

IT SERVICE DESK ACCEPTABLE USE POLICY

(Doc No: ITSM-PO-ITSM)

Pages modified under this revision: All Pages

The present document or drawing is property of MITS Solutions Private Limited., and shall not, under any circumstances, be totally or partially, directly or indirectly, transferred, reproduced, copied, disclosed or used, without its prior written consent, for any purpose and in any way other than that for which it is specifically furnished or outside the extent of the agreed upon right of use.

**IT SERVICE MANAGEMENT
IT SERVICE DESK ACCEPTABLE USE POLICY**

1	04-Jun-14	Released Version	IS Team	CISO	MF
0.1	18-Dec-13	Policy Drafted	IS Team	CISO	MF
Rev	Date DD/M M/YY	STATUS	WRITTEN BY	CHECKED BY	APPROVED BY
DOCUMENT REVISIONS					

Sections changed in last revision are identified by a vertical line in the right margin

Table of Contents

1. Policy Statement	3
2. Purpose	3
3. Scope	3
4. Definition.....	3
5. Guidelines for Users (DO’s).....	3
6. Guidelines for Users (DONT’s)	4
7. Guidelines for IT Department (DO’s)	4
8. ANNEXURE – I.....	6
9. ANNEXURE – II.....	8
10. SERVICE REQUEST PROCESS FLOW CHART.....	9

IT SERVICE MANAGEMENT
IT SERVICE DESK ACCEPTABLE USE POLICY

1. Policy Statement

To bring standards in IT SERVICE DESK. This standardization is essential to IT Department in analyzing call for corrective actions and improving quality of service by stopping reoccurrence of problem, enhancing Uptime, Availability and business continuity.

2. Scope

This guideline applies to all employees, contractors, Vendors, Employees of Third Parties and Consultants having business relationships with MITS.

3. Definition

The IT Service Desk serves as the primary point of contact for MITS staff to get assistance for Infrastructure & Support related questions or problems. The following policy definition will standardize support process, brings in transparency, and enhances high availability, timely support and continuous service improvement.

4. Guidelines for Users (DO's)

- IT Service Desk has been setup to act as one point contact for IT Infra Support & Service.
- IT Service Desk has been setup through service desk tool Spice works
- Service Request can be initiated in 3 ways :-

WEB REQUEST	http://helpdesk:333/portal will take you to the online request form. You can use your credentials to login to raise and view tickets. The most preferred mode.
WALK IN	During Service Desk operating hours 9:30AM to 11.00 PM IST
PHONE CALL	Calls to Service Desk @ 167 during operating hours 9:30AM to 11.00 PM IST
E-Mail	To the support email ID nssg@MITStech.com

- **Users shall cooperate and mandatorily practice online request form <http://helpdesk:333/portal> before reaching out IT for any kind of support.**
- User shall follow Walk IN / Phone Call/ Instant Messing mode only during emergency.
- Call will be attended in the priority order of **SEVERITY1** to **SEVERITY4**. Please refer [Annexure-1](#) for details.

IT SERVICE MANAGEMENT IT SERVICE DESK ACCEPTABLE USE POLICY

- User shall escalate the call to 133, if calls are not attended within stipulated resolution time. Appendix-II attached for Escalation matrix details.
- Service Desk Tool is programmed for Auto email replies such that users receive an email when the ticket is raised and closed.
- User shall be clear in explaining the problem and error screen shots where ever possible to help IT support to quickly debug and resolve the problem.

5. Guidelines for Users (DONT's)

- Don't use office communicator or other Instant Messenger to raise a Service Request.
- Follow process of raising Service Request first. Don't walk in or phone Call unless there is an Emergency or show stopper.
- Don't send support emails directly to IT support staff. Instead, mark an email to the reporting authority looping the IT support team (nssg@MITStech.com).
- Use IP messenger only for support related communication and not for any general communication.
- Use only online request form <http://helpdesk:333/portal> for raising fresh Service Request. Don't duplicate or resend the support mail if ticket is already raised.

6. Guidelines for IT Department (DO's)

- IT Department Shall be focused to achieve 100% call loggings & timely Resolutions.
- IT department shall review the Call & Resolution database for taking corrective action towards stopping reoccurrence of the issue; enhance Uptime Availability & Business Continuity.
- IT department shall not attend any support call without the service ticket being raised.
- IT Engineer shall attend the call based on order of default SEVERITY set for the call.
- IT engineer shall take due care in rightly updating the Service Desk for call classification, prioritization.
- IT Manager shall analyze calls on weekly/Monthly basis for corrective actions

IT SERVICE MANAGEMENT
IT SERVICE DESK ACCEPTABLE USE POLICY

**IT SERVICE MANAGEMENT
IT SERVICE DESK ACCEPTABLE USE POLICY**

7. ANNEXURE – I

PRIORITY MATRIX

PRIORITY	CRITERIA	RESPONSE TIME	RESOLUTION TIME	EXAMPLES
SEVERITY1	Mission Critical, Emergency, Widespread Impact, Power user issues	<=15 minutes	<= 1 Hours (if no external dependency)	<ul style="list-style-type: none"> • Network Down • Server Down • Virus Attack • Power Issue • Equipment Failure during Critical Meeting
SEVERITY2	System Down, Cannot carry on work responsibilities	<=30 Minutes	<=4 Hours If no external dependency)	<ul style="list-style-type: none"> • Network Issues • Email Issues • System Crash
SEVERITY3	System or component is down or degraded, but requestor can carry out normal work responsibilities and /or a temporary alternative is available	<=2 Hour	<= 1 Business Days	<ul style="list-style-type: none"> • Application errors • Computer slow • Minor equipment failure (sound card, local printer, etc.) • Permission changes • Network printer down
SEVERITY4	Enhancement, planned change, general application questions	<=1 Business Days	<=2 Business Days	<ul style="list-style-type: none"> • New software installation • Office move • Provide new phone/network connection • Routine purchase of new software/equipment

IT SERVICE MANAGEMENT
IT SERVICE DESK ACCEPTABLE USE POLICY

IT SERVICE MANAGEMENT
IT SERVICE DESK ACCEPTABLE USE POLICY

8. ANNEXURE – II

SUPPORT ESCLATION MATRIX

Role	Contact Person	Time Lines	Remarks
System Administrator	Mohammed Maqdoom Basha/ mohammed.basha@MITStech.com	>=2hr	
Manager	Rajat Goel/ rajat.goel@MITStech.com	>=4hr	

IT SERVICE MANAGEMENT
IT SERVICE DESK ACCEPTABLE USE POLICY

9. SERVICE REQUEST PROCESS FLOW CHART

