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tisski
GROWTH THROUGH TECHNOLOGY

Service Definition Document

ITIL Based Transition, Support & Service Desk Services Date: March 2017

Issued By

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Title: CEO

1. Executive Summary

Tisski Limited are a highly experienced Microsoft Partner delivering professional services for the full range of Microsoft products, delivering solutions on time and on budget to a variety of sectors including a specific focus on public sector. This service definition focuses on the ITIL Based Transition, Support & Service Desk services.

Clients using or opting to use a Support & Service Desk will be particularly interested in our expertise, as Tisski has worked with many different clients, delivering the best services within agreed SLAs.

Tisski offers a range of support services, tailored your needs and unique business requirements

All our support processes are based upon the ITIL framework for service operation and implement a robust incident management process, covering the receipt, triage, assignment, investigation and resolution of incidents. As well as the identification and recording of known issues and fixes

Key Performance Indicators are used to monitor performance against SLAs as well as other key success factors for the support function. These KPIs include but are not limited to:

- SLA success rate
- First-time fix rate
- Issues requiring escalation
- Customer incident rate

By monitoring KPIs across individual customer contracts and the support functions Tisski can ensure that service levels are kept to a consistently high standard and opportunities for improvement quickly identified and acted upon. We pride ourselves on continuous improvement of service delivery.

2. Fully or Partially Managed Support Services

At Tisski we understand that IT problems can cause serious disruption to continuity of service. Our support desk, unpinned by ITIL processes and guidance, provides a dedicated team of experts who can both provide a fully managed support service in addition to advice and guidance for our customer's solution through multiple channels including telephony, email or from our dedicated service management portal.

We can provide full or partial service management including, but not limited to:

- Request Fulfillment
- Problem and Incident Management
- Change Management
- Service Catalogue and Service-Level Management
- Availability and Capacity Management
- Transition Planning and Support
- Service Asset and Configuration management
- Release and Deployment Management
- Access and License Management

As part of our dedication to providing a high-quality customer experience and end user service we provide a detailed reporting covering the following:

- Achievement against service levels.
- Number of incidents/Requests logged, dealt with and closed.
- Review of call usage and volumes.
- Top issues and trends for that month.
- New software releases (including recommendations from Patch reports or Audits)
- Security Exposures
- Issues concerning third party arrangements.
- Calls escalated to Third Parties.
- Review of current problems.
- Continuous Service Improvement Programme

An example of our standard, 8:30am to 5:30pm Service Levels are as follows although it should be noted our services can be adjusted to align the support service hours and SLAs, to your own internal KPIs and operational business hours.

Priority / Severity	Definition	Response Target	Resolution Target
1 - Critical	System down or significant impairment impacting all users.	30 minutes	4 service hours
2 - High	Time sensitive issue important to long-term productivity that is not causing an immediate stoppage.	1 service hour	8 service hours
3 - Medium	No immediate or significant productivity impact	1 business day	3 business days
4 - Low	Minor or cosmetic issues but does not stop the system performing the desired function. Queries for end user help.	1 business day	5 business days

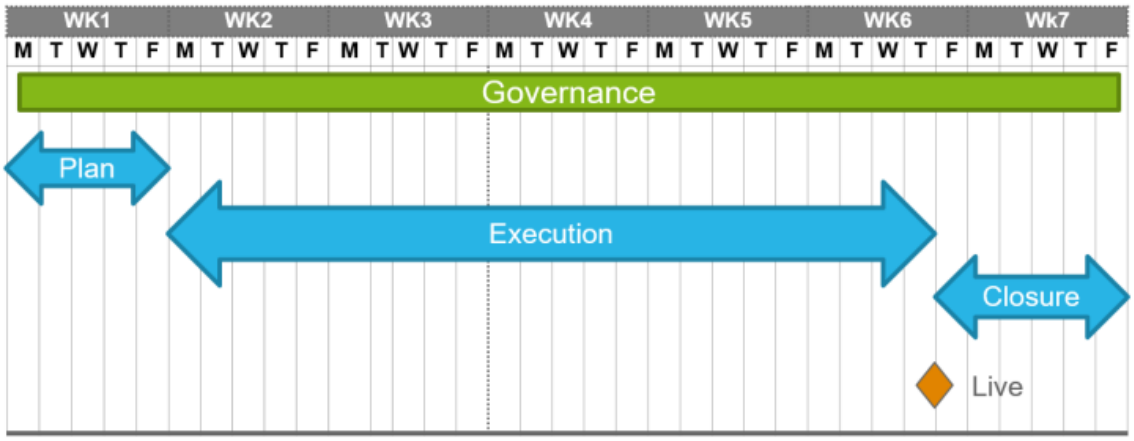
Tisski pride ourselves in providing professional support services, understand services evolve over time and place significant importance in continuous service improvement plans and activities to ensure continued service stability, relevance and business continuity.

Our knowledge transfer programmes allows focused user training on specific areas of functionality back to the user community to be booked as required, or scheduled as part of an ongoing support agreement.

Further details on our service management and support services are available upon request.

3. Transition Service

Tisski's transition journey is a rigorous three step transition process to ensure that your solution is dovetailed into our existing support department with clear standard operating processes defined for incident and change management. In combination with structured knowledge transfer programs so our support staff are informed of your solution and business requirements empowering them to make the best decisions, should the need arise.



Throughout the entire process, a level of governance and project management is applied alongside regular communication, to ensure that all stakeholders remain informed.

An essential level of transition is included as standard with all support packages and include the following deliverables

- Service design documentation
- A RACI matrix defining responsibilities and boundaries of the service
- Standard Operating Procedures for Change, Incident, Release and Deployment
- Environmental considerations
- Transition and resource plans
- RAID and governance