

Service Desk

The below diagram emphasises the role of the Service Desk and the lifecycle and processes involved in resolving Incidents, service requests and all general IT enquiries.

There are 4 primary methods of contacting the Service Desk:

- Telephone
- Email
- Web-portal
- Mobile device

Five Rivers understand that staff members are not always able to pick-up the phone to raise an Incident; therefore we offer the flexibility of raising issue via an email or self-portal. These requests will automatically appear within our Service Desk tool and are auto-assigned to a technician for action.

To maintain quality standards the Five Rivers Service Desk adopts the ITIL methodology used as a framework for identifying, planning, delivering and supporting IT service to the business.

The Service Desk acts as the single point of contact for all users.



Call Logging System & Customer Access Control

Five Rivers use a fully customisable Service Desk tool which is used as central point to capture all customer Incidents, service requests and general IT enquiries which are recorded, tracked, maintained and restored. The system provides functionality for Incident, Problem, Service Level Management, SLA's and Asset Management for IT Operations, service and support.

The Service Desk tool integrates ITIL Best Practises and implements ITIL functions such as Incident Management, Problem Management, Change Management, Release Management and the Service Desk.

Key features of the Service Desk tool include:

- Self Service Portal – The ability for users to raised Incidents via a web portal;
- Access Control capabilities allowing authorised users to track, update and view open/closed tickets for their departments as well as authorised members having access to the Management Portal to run various reports;
- Email Integration – Email requests are automatically raised into the Support tool and auto-assigned to technicians for action;
- Notification/Update/Resolution alerts via email to users;
- Highly customisable reporting suite;
- Implements ITIL best practises.

SLA

Five Rivers provide below customer service level to our clients.

Service Level A

Service Description	Severity	Response	Fix Time
Telephone , Email & Remote assistance	1	120 minutes (2 hour)	24 hours
Telephone , Email & Remote assistance	2	240 minutes (4 hours)	48 hours
Telephone , Email & Remote assistance	3	360 minutes (6 hours)	5 working days