

**APPENDIX 4D**  
**HELP DESK SERVICES**

**1. INTERPRETATION**

In this Appendix, in addition to the definitions set out in Schedule 1 of this Agreement:

**“Help Desk Report”** means in respect of:

- (a) the Facility, any Demand Requisition, request for Services, report of a Service Failure or Unavailability Event or any other enquiry or report made to the Help Desk by a Facility User or automatically generated by the BMS or the CMMS; and
- (b) the SMH Campus other than the Facility, any report or request for services made to the Help Desk by an SMH User;

**“Help Desk Services”** means the services and requirements described in this Appendix; and

**“SMH Users”** means the Authority, Authority Persons, UBC, UBC Persons, physicians, patients, visitors, students and volunteers using or present at SMH.

**2. SERVICES**

**2.1 General Requirements**

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications] Project Co will deliver the Help Desk Services:

- (a) 24 hours per day, 365(6) days per year, with provision of back-up plans to ensure continuity of service;
- (b) such that the Help Desk functions as the central communications hub for service requests for:
  - (1) the SMH Campus generally, including the Facility and SMH;
  - (2) all Services and management of the Facility including:
    - (A) receiving, logging and responding appropriately to telephone, facsimile, e-mail and other communications and liaising with all Facility Users on the progress and status of work; and
    - (B) providing seamless redirection of calls and information to the Authority’s existing CMMS systems;
- (c) in a comprehensive, effective, flexible and efficient manner to facilitate the smooth operation of the Facility and SMH.

## 2.2 Help Desk Services

In connection with the operation of the Help Desk, Project Co will:

- (a) provide for SMH Users and Facility Users to submit Help Desk Reports by telephone, electronic mail and other electronic means;
- (b) respond initially (i.e. not put "on hold") to all Help Desk Reports:
  - (1) if made by telephone, within 4 rings of the Help Desk telephone;
  - (2) if made by electronic mail or by other electronic means, within 5 minutes of receipt at the Help Desk;
- (c) within 30 minutes of the Help Desk Report, provide by telephone or email to the Facility User who made the Help Desk Request with Project Co's initial plan for Rectification of the Event.
- (d) keep records of telephone and electronic response times, number of calls on hold, length of hold calls and number of calls abandoned;
- (e) immediately redirect, in accordance with the contact information provided by the Authority from time to time, all calls, reports or requests received at the Help Desk in respect of the SMH Campus other than the Facility;
- (f) record and notify the Authority of:
  - (1) all Service Failures and Unavailability Events promptly if such failures or events will have a material impact on the use of the Facility by Facility Users and otherwise in accordance with Section 6.2 of Schedule 4 [Services Protocols and Specifications];
  - (2) accidents or emergencies promptly after occurrence;
  - (3) complaints or compliments and other comments received from Facility Users in connection with the Services promptly following receipt;
- (g) monitor the BMS and the CMMS including the monitoring of alarms, equipment alarms, emergency and security systems;
- (h) create, update and deliver to the Authority and other Facility Users and SMH Users Help Desk user instructions as and when required;
- (i) provide Help Desk user training to the Authority and other Facility Users and SMH Users as and when required;
- (j) maintain a daily electronic log of all Help Desk Reports including:

- (1) Help Desk operator's name to whom the enquiry was made or the automated electronic system which generated the report;
  - (2) the name of the SMH User or the Facility User;
  - (3) date and time;
  - (4) location;
  - (5) nature of the Help Desk Report;
  - (6) service required;
  - (7) to whom, the time and means by which the Help Desk redirected SMH related calls and requests;
  - (8) Service Failure level (i.e. High Service Failure, Medium Service Failure, Low Service Failure);
  - (9) unique request reference identifier;
  - (10) date and time request passed to the appropriate person for response;
  - (11) action taken and by whom;
  - (12) the actual Response Time and time to Rectify the subject matter of such request; and
  - (13) any required follow-up actions.
- (k) not amend, delete or alter any details recorded by the Help Desk unless approved by the Authority and the following information is recorded and maintained:
- (1) the exact nature and impact of the amendment;
  - (2) the reason for the amendment; and
  - (3) by whom the amendment was authorized;
- (l) ensure that in the event of emergencies the Help Desk will raise the alarm, reporting the incident to internal and external authorities and log the details;
- (m) maintain confidentiality consistent with the Authority's Policies.

### 3. PERFORMANCE INDICATORS

	<b>Indicator</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Frequency</b>	<b>Monitoring Method</b>
3.1	The Help Desk Service is available at all times.	High for each 30 minute period that the Help Desk is not available	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.2	All Demand Requisitions, Service Failures or Unavailability Events are electronically recorded by the Help Desk.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.3	95% of Demand Requisitions relating to the SMH Campus (other than those relating to the Facility) made by telephone or electronic mail are redirected to the Authority in accordance with this Appendix. (Based on the volume of Demand Requisitions made by telephone or electronic mail to the Help Desk each day)	The following Service Failure Deductions will apply:  (a) a Low Service Failure for each percentage point (or portion thereof) that performance is less than 95%;  (b) a Medium Service Failure for each percentage point (or portion thereof) that performance less than 90%; and  (c) a High Service Failure for each percentage point (or portion thereof) that performance is less than 85%.	N/A	N/A	Daily	Performance Monitoring Report

	<b>Indicator</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Frequency</b>	<b>Monitoring Method</b>
3.4	95% of Demand Requisitions relating to the SMH Campus (other than those relating to the Facility) made electronically (other than by electronic mail) are redirected to the Authority in accordance with this Appendix. (Based on the volume of Demand Requisitions made electronically (other than electronic mail) to the Help Desk each day)	The following Service Failure Deductions will apply:  (a) a Low Service Failure for each percentage point (or portion thereof) that performance is less than 95%;  (b) a Medium Service Failure for each percentage point (or portion thereof) that performance less than 90%; and  (c) a High Service Failure for each percentage point (or portion thereof) that performance is less than 85%.	N/A	N/A	Daily	Performance Monitoring Report
3.5	No amendments are made to the information logged with the Help Desk unless the amendments are clearly identified and have been approved by the Authority.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.6	Provide assistance in raising alarms, reporting emergencies to internal and external authorities and logging of the details in the event of an emergency including monitoring and reporting on escalating situations.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.7	All telephone calls and other electronic reports to the Help Desk initially answered and responded to (i.e. not put "on hold") as required under Section 2.2(b) of this Appendix.	Low for the first five per day exceeding the answering or response time and then Medium for each occurrence thereafter	N/A	N/A	Daily	Performance Monitoring Report
3.8	Confidentiality is maintained in accordance with Authority's policy.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report

	<b>Indicator</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Frequency</b>	<b>Monitoring Method</b>
3.9	Project Co implementing and adhering to all other elements of the Annual Service Plan related to Help Desk Services and not otherwise addressed in this Section 3.	Low	N/A	N/A	Per Occurrence	Performance Monitoring Report

Note: N/A means “not applicable” and that the table does not indicate or specify a Response Time or Rectification Period for the specified Performance Indicator.