

**APPENDIX 4D
HELP DESK SERVICES**

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APPENDIX 4D HELP DESK SERVICES

PART 1. SERVICES

1.1 **General Requirements** – In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will establish the Help Desk and perform the Help Desk Services: *[SP01, Performance Indicators Chart]*

- 1.1.1 24 hours per day, 365 or 366 days per year, as applicable, with provision of back-up plans to ensure continuity of service;
- 1.1.2 such that the Help Desk functions as the central communications hub for all Services and management of the Facility, including receiving, logging and responding appropriately to telephone, facsimile, e-mail and other communications and liaising with the Authority and all applicable Facility Administrators on the progress and status of work; and
- 1.1.3 in a comprehensive, effective, flexible and efficient manner, so as to facilitate the smooth operation of the Facility.

PART 2. HELP DESK SERVICES

2.1 **Help Desk Services** – In connection with the operation of the Help Desk, and as part of the Help Desk Services, Project Co will: *[SP02, Performance Indicators Chart]*

- 2.1.1 ensure that all Demand Requisitions and other requests for Services may be completed electronically and are processed by the Help Desk;
- 2.1.2 receive communications from the Authority including:
 - 2.1.2.1 all enquiries and Demand Requisitions relating to the Services;
 - 2.1.2.2 all enquiries in respect of the Authority FM Services, for re-direction to the Authority, as instructed by the Authority; and
 - 2.1.2.3 Demand Requisitions;
- 2.1.3 monitor plant and system alarms;
- 2.1.4 provide to the Authority updated information regarding the progress of all Demand Requisitions and Events;
- 2.1.5 provide for Authority Persons and other Facility Administrators to submit Help Desk Reports by telephone, electronic mail or other electronic means;
- 2.1.6 answer, respond initially (i.e. not put “on hold”), to all Help Desk Reports:

- 2.1.6.1 if made by telephone, at least 90% of calls to the Help Desk will be answered within 30 seconds, and all calls to the Help Desk will be answered within 60 seconds; or
- 2.1.6.2 if made by electronic mail or by other electronic means, all Help Desk Reports will be responded to within 30 minutes of receipt at the Help Desk;
- 2.1.7 keep records of telephone and electronic response times, number of calls on hold, length of calls on hold and number of calls abandoned;
- 2.1.8 record and notify the Authority of:
 - 2.1.8.1 all Service Failures and Unavailability Events promptly, where such failures or events will have a material impact on the use or operation of the Facility, including any Authority Activities, and otherwise in accordance with Section 9.2 [Periodic Reporting] of Schedule 4 [Services Protocols and Specifications];
 - 2.1.8.2 all Demand Requisitions, Events and Help Desk Reports;
 - 2.1.8.3 accidents or emergencies at the Facility, promptly after occurrence;
 - 2.1.8.4 complaints or compliments and other comments received from Facility Administrators in connection with the Services, promptly following receipt; and
 - 2.1.8.5 requests for information relating to the delivery of the Help Desk Services;
- 2.1.9 monitor the BMS and the CMMS, including the monitoring of alarms, equipment alarms and emergency and security systems;
- 2.1.10 create, update and provide Help Desk user instructions to the Authority and other designated Facility Administrators from time-to-time, as and when required;
- 2.1.11 provide Help Desk user training, with respect to the Help Desk and the applicable Help Desk user instructions, to all Project Co Persons engaged in the delivery of the Services and to designated Authority Persons, as and when required;
- 2.1.12 make the initial determination and categorization of each and every Demand Requisition and Event using the classification (priority) protocol outlined in Table 1 [Response Time and Rectification Period Requirements] of Attachment 1 to Appendix 4C [Plant Services];
- 2.1.13 maintain a daily electronic log of all Help Desk Reports and record in the electronic log, all relevant details of each Help Desk Report, including:
 - 2.1.13.1 name of the Help Desk operator to whom the enquiry was made, or the electronic system which generated the report;

- 2.1.13.2 unique request reference identifier or work order number;
 - 2.1.13.3 requestor's name;
 - 2.1.13.4 nature and description of Demand Requisition or Event;
 - 2.1.13.5 relevant location information;
 - 2.1.13.6 resolution description;
 - 2.1.13.7 Service type required (i.e. Demand Requisition, preventive Maintenance, etc.);
 - 2.1.13.8 request category (i.e. HVAC, plumbing, etc.);
 - 2.1.13.9 request type (i.e. temperature adjustment, janitorial supplies, etc.);
 - 2.1.13.10 priority classification (i.e. Urgent, Critical, Routine);
 - 2.1.13.11 status of work order (i.e. dispatched, complete, etc.);
 - 2.1.13.12 service provider's name;
 - 2.1.13.13 reported date and time;
 - 2.1.13.14 applicable Response Time and Rectification Period;
 - 2.1.13.15 completion date and time;
 - 2.1.13.16 name of person to whom the request was passed, including date and time;
 - 2.1.13.17 actual Response Time and Rectification Period; and
 - 2.1.13.18 any required follow-up actions.
- 2.1.14 not amend, delete or alter any details recorded by the Help Desk unless the amendment, deletion or alteration is approved by the Authority's Operating Period Representative or designate and the following information is recorded and retained:
- 2.1.14.1 the exact nature and impact of the amendment, deletion or alteration;
 - 2.1.14.2 the reason for the amendment, deletion or alteration; and
 - 2.1.14.3 the name of the person who authorized the amendment, deletion or alteration;
- 2.1.15 ensure that in the event of emergencies, at whatever time, Project Co's Help Desk personnel will assist in raising the alarm, reporting the incident to internal and external authorities, coordinating the required Response(s) within the applicable Response Time(s) and logging the details;
- 2.1.16 maintain confidentiality, consistent with the Authority's Policies and Procedures; and

2.1.17 prepare and submit a monthly summary report with respect to the Help Desk Services in a format acceptable to the Authority.

PART 3. PERFORMANCE INDICATORS CHART

Section	Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
Section 1.1	SP01	General Requirements				
	SP01a	The Help Desk is available 24 hours per day, 365 or 366 days per year, as applicable, and has provisions for backup if required.	High	30 min	4 hrs	PE
Section 2.1	SP02	Help Desk Services				
	SP02a	Help Desk user training provided to Authority Persons and designated Facility Administrators, as and when required.	High	30 min	4 hrs	M
	SP02b	All services requests and events are categorized and recorded in accordance with Section 2.1 of Appendix 4D [Help Desk Services]	Medium	2 hrs	24 hrs	M
	SP02c	Provide assistance in raising alarms, reporting emergencies to internal and external authorities and coordinating the required Response(s) within the applicable Response Times and logging of the details.	High	N/A	N/A	M
	SP02d	All Help Desk Reports are responded to in accordance with the requirements of Section 2.1.6 of Appendix 4D [Help Desk]	Low	N/A	N/A	R
	SP02e	Confidentiality is maintained in accordance with Authority Policies and Procedures.	High	N/A	N/A	PE

Legend:

Recording Frequency:

- PE=Per Event
- R=Randomly
- M=Monthly
- Q=Quarterly
- N/A= Not Applicable