

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 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 Building User or automatically generated by the BMS or the CMMS; and

“Help Desk Services” means the services and requirements described in this Appendix 4D.

2. SERVICES

2.1 General Requirements

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

- (a) 24 hours per day, seven days per week,
- (b) such that the Help Desk functions as the central communications hub for all Services including the marshalling of resources to provide the Services; and
- (c) in a comprehensive, effective, flexible and efficient manner to facilitate the smooth operation of the Building.

2.2 Help Desk Services

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

- (a) provide for Authority Persons to submit Help Desk Reports by telephone, electronic mail or other electronic means;
- (b) respond initially to all Help Desk Reports:
 - (1) if made by telephone, within 30 seconds with all calls answered by a live Help Desk operator to assess priority classification:
 - (A) Emergency calls will be addressed immediately and not put on hold;
 - (B) Urgent calls may be put on hold for a maximum of one minute during periods of high call volume with an option for the call initiator to leave a message for call back and all Urgent messages will be responded to within 5 minutes; and
 - (C) Routine calls may be put on hold for a maximum of one minute during periods of high call volume with an option for the call initiator to leave a

message for call back and all Routine messages will be responded to within 15 minutes; and

- (2) if made by electronic mail or by other electronic means, within 15 minutes of receipt at the Help Desk;
- (c) monitor and track Help Desk statistics and provide a monthly report, as part of the Performance Monitoring Report, to the Authority including:
- (1) daily call volumes;
 - (2) average initial call response times and number of calls not responded to within 30 seconds;
 - (3) number of calls put on hold, average hold times, number of calls put on hold for longer than one minute and number of abandoned calls; and
 - (4) number of electronic or voice messages not responded to within the applicable times set out in Sections 2.2(b)(b)(1) and 2.2(b)(b)(2);
- (d) record and notify the Authority of:
- (1) all Service Failures and Unavailability Events;
 - (2) accidents or emergencies; and
 - (3) complaints or compliments and other comments received from Building Users in connection with the Services;
- (e) monitor the BMS and the CMMS;
- (f) create, update and deliver to the Authority and other Authority Persons Help Desk user instructions as and when required;
- (g) provide Help Desk user training to the Authority and other Authority Persons as and when required;
- (h) 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 Building User;
 - (3) date and time;
 - (4) location;
 - (5) nature of the Help Desk Report;

- (6) service required;
 - (7) classification (priority);
 - (8) unique request reference identifier;
 - (9) date and time request passed to the appropriate person for response;
 - (10) action taken and by whom; and
 - (11) the actual Response Time and Rectification period;
- (i) 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;
 - (j) ensure that in the event of emergencies the Help Desk will assist in raising the alarm, reporting the incident to internal and external authorities and log the details;
 - (k) maintain confidentiality consistent with the Authority's policies; and
 - (l) track all non-conformances with respect to Help Desk Services within the Services Quality Plan.

2.3 Classification of Service Request

Upon a Demand Requisition, request for service or other inquiry being made to the Help Desk, Project Co will make an initial determination and categorize each using Table 2 of Attachment 2, Appendix 4C [FM Services].

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.1	The Helpdesk Service is available 24 hour per day seven days per week.	High for each hour that the Help Desk is not available	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.2	All Demand Requisitions, Service Failures or Unavailability Events are electronically recorded by the Help Desk.	Medium	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.3	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	Monthly Monitoring Report
3.4	Provide assistance in raising alarms, reporting emergencies to internal and external authorities and logging of the details in the event of an emergency.	High	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.5	All telephone calls to the Help Desk are answered by a live operator within 30 seconds and all other electronic reports are responded to within 15 minutes of receipt by the Help Desk. All calls, messages and reports are addressed in accordance with Section 2.2(b).	Low for the first five per day exceeding the answering or response time and then Medium for each occurrence thereafter	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.6	Confidentiality is maintained in accordance with Authority's policy.	High	N/A	N/A	Per Occurrence	Monthly Monitoring Report
3.7	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	Monthly Monitoring Report