User Guide for IT Support Services

October 2015
V2.1

Table of Contents

1   Introduction

Welcome to Oxygen's User Guide for IT Support Services. This guide contains key information related to the IT Services provided by Oxygen to you and your Company. We urge you to read the following sections to understand how you engage with IT Support, what to expect and how we can serve you best.

2   Terminology

Term	Meaning
End-user	The consumer of the IT service. Often referred, in the context of support, to the person who experiencing/receiving the IT Service
IT Service	Any aspect of IT that supports or enables a business function e.g. Applications, desktops, laptops, IT procurement etc.
Service Desk	A central function to manage end-users interactions with your IT Service provider, Oxygen. The service desk comprises of online tools, technical resources, process and procedures designed to help end users
Online	Accessed via the Internet using a web browser
Offline	Refers to the inaccessibility of an IT System
Incidents	An event that has caused an interruption or degradation to the normal use of the IT Service E.g. PC does not turn on; Application crashes or runs slower than normal
Service Requests	Service requests are considered routine 'business as usual' requests that end users can make direct to Oxygen via the online portal. Such requests are acknowledged as being part of the day to day service and the associated costs and activities are pre-approved. A full list of all types of Service Requests will be made available and the typical fulfilment time for each will be stated but unless referenced in the Service Level Agreement, the time to complete is not guaranteed and some requests may attract a notice period. An example of a typical service request is setting up a new user for access to IT systems X, Y & Z. Or providing remote access to specific systems or resetting a forgotten password
Change Requests	Change Requests are not 'business as usual', are not pre-approved and will be subject to the Change Management process for full assessment and approval. Change Requests can be raised on any aspect of IT. The activities and associated costs are assessed and approval is sought from the business owner (see the Service Level Agreement) before scheduling takes place. Examples of change request may cover installing new applications, developing an IT system to provide additional functionality or extending the service hours of say the service desk

3   How to get IT support or make requests

Oxygen provides an online portal for users to log requests for support or to make requests. All users that are able to place service requests or log incidents will have been provided with a username and password. If you have not received your own username and password, please email helpdesk@oxygen.bm or call the Service Desk on the following number:
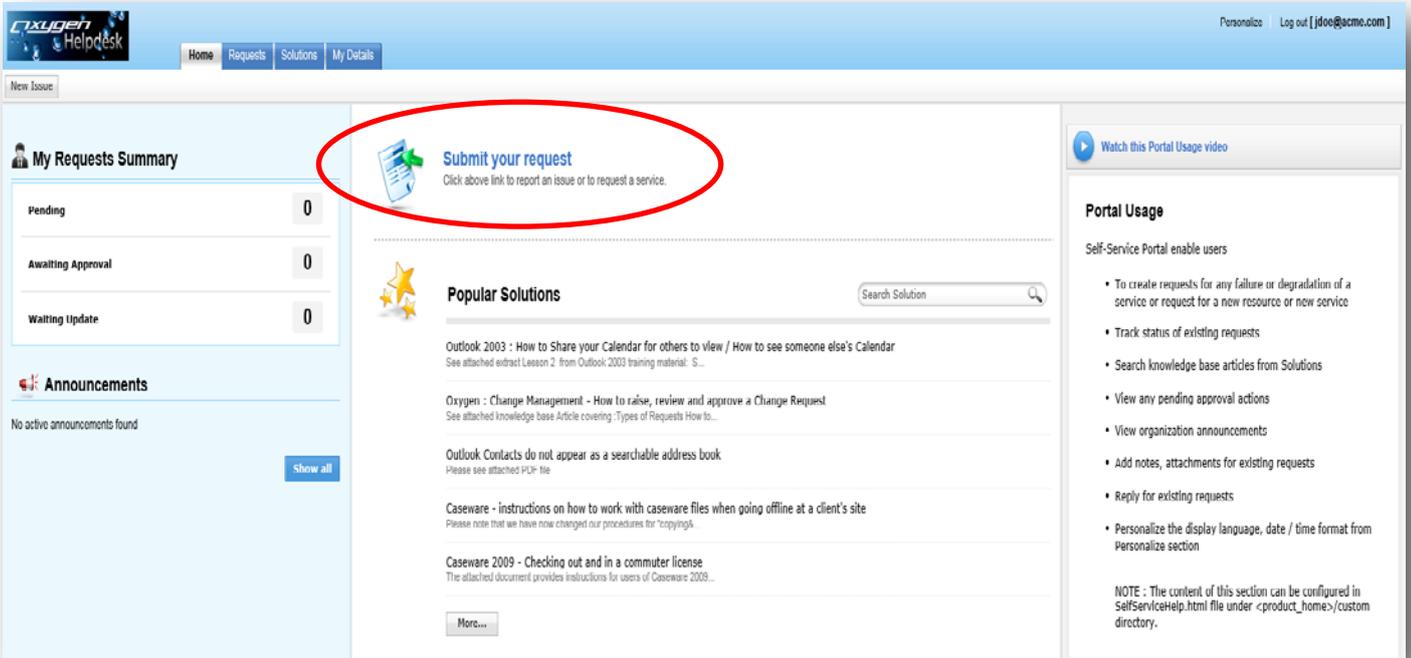
Tel: 441.292.1878

Important: In the first instance, all support calls and service requests must be registered online. Using your browser, go to https://helpdesk.oxygen.bm or go to www.oxygen.bm and click on 'Helpdesk Login'

You will be presented with a screen similar to below: Page 4

Enter your username & password and click 'Login'

You will then be presented with the following screen. Click the 'Submit Request' Icon:

On the resulting screen .....

Please complete as much information as possible...

Ref	Detail
1	Provide an indicative priority you feel the request or incident should be handled. This priority will be reviewed by the Service Desk – See section 4 – classification.
2	This field should be pre-populated with you current **contact number**. If this field is blank, please update your contact details (see Section 3.3 below)
3	This field should be pre-populated with you current **department**. If this field is blank, please update your contact details (see Section 3.3 below)
4	This field should be pre-populated with you current **Job Title**. If this field is blank, please update your contact details (see Section 3.3 below)
5	Please identify whether you are logging an Fault or request
6	Please select an appropriate sub category (where necessary – not mandatory)
7	Please select an appropriate item related to your incident or request
8	Please identify your current location
9	Please identify your PC Name – this can be found on a sticker attached to your laptop or desktop
10	Please summarise the request or incidents you are reporting
11	Please provide a full description of the request or incident you are reporting. Where possible, please note section 3.1 below for pointers on the type of information needed when reporting an incident.
12	If you wish to submit with your incident or request a document, perhaps a screen shot of any errors, please click the 'attach file' button and select the document.
13	Finally click 'Add request' *and your Incident or Request will be submitted for attention*.

3.1 Vital Information when raising new calls for support

Should you ever experience a problem with your IT systems, it is important that as much information as possible is recorded for review by our Technical analysts. Also, please try and log a call as quickly as possible after the event as this will assist our analysts in providing a prompt diagnosis and resolution to your problem.

Please consider reporting the following information:

- When did the problem first occur? What were you doing or trying to do when the problem occurred.
- Identify the system, application and/or device that you are experiencing the problem with. As far as possible please try to be specific – e.g. Word or Excel, not just Office, laptop or desktop
- Please identify the laptop, desktop or other device where the problem was experienced
- Detail (word for word) any error messages that are displayed on your screen, printer or other device.
- Detail what you were doing at the time the problem occurred
- Details of anything you have done to try and resolve the problem
- Detail the impact of the problem on you and the business including any financial impacts.
- If you have experienced the problem before and have previously raised a support call, please provide the Incident reference number previously provided (if known)

3.2 What to expect when logging a new Incident or Request

When you register a new incident or request you will receive a confirmation email that provides a unique reference number. Keep this reference safe as you will be asked for it if you have to call us to get a status update (please only call if you are unable to reach the online portal to get a status update directly). Contained within the email will be a summary of the incident or request you have logged together with a link that will take you directly to the online record so that you may check its status.

Upon receipt, the Oxygen Service desk will review the details provided, classify the incident and escalate the call to a support technician who will begin diagnosis towards a resolution.

Service Requests will be processed in accordance with standard procedures and completed in accordance with the published timescales for each type of request.

3.3 Keep your details up to date

Our Technical analysts will on many occasions make direct contact with you during diagnosis of incidents to validate symptoms and confirm a successful solution to the problem you've experienced so please ensure that your contact details are kept up to date. These contact details are also used by our Service Desk to make important urgent announcements and keep you informed of a variety of events.

Please check that the details we have recorded for you are correct.

Log onto the Portal, select the 'my details' tab and complete as much information as possible....
Then press 'Update Details'

Classification – how we prioritise calls (incidents)

We appreciate that for anyone experiencing a problem with IT, the problem will be urgent to that person and they will feel it should be given priority. However, it should be appreciated our technical support staff deal with a number and variety of support incidents and it is necessary to prioritise each one to ensure that the most business impacting ones are dealt with first. Incidents are assessed on the basis of IMPACT + URGENCY = PRIORITY. For more detailed explanation of the classification process, please refer to your Service Manager.

Priority	Urgency	Resolution Time	Description / Impact
1	Critical	<4 hours	Incident affecting an entire site/location resulting in a major loss of productivity and/or financial impact to the business. *Example: All systems down*
2	High	<8 hours	Incidents impacting more than 2 users including problems that cause production slowdowns and for which there is no acceptable workaround. Includes problems impacting a single user such that the user's system is inoperable *Examples: Application unavailable for more than 2 End-Users; single End-User system down*
3	Medium	< 5 Days	Incident affecting a single End-User or problems for which there is an acceptable workaround. *Examples: Unable to print to your default printer.*
4	Low	As agreed	Service Requests, modifications to existing services, application support. *Examples: How Do I questions/training, adding a new user, setting up of new device e.g. Blackberry*

4   Service Targets – How quickly we aim to fix your problem

All incidents received by Oxygen will be subject to a target for fixing based on the classification of the incident (above).   Targets are applied to ensure that a) the incident is fixed in a time relative to the business impact and urgency of the situation and b) Oxygen has a means to measure the quality of support provide to end users and identify service improvements.   Outside of the normal service hours (see section 6 below) the clock is effectively stopped on all new and existing incidents being handled and will restart on resumption of normal Service hours.

The following Service Targets are applied:	Priority 1	Priority 2	Priority 3	Priority 4
Initial Customer Response Target **Customer Update Target** (following breach/escalation of target resolve time)	30 mins Hourly	n/a 2 hourly	n/a Twice Daily	n/a As agreed
Incident Resolution (Resolved Status)	4 Hours	1 Working Day (8 hours)	Upto 5 Working Days	As Agreed

5   Service Hours – when support will be available

The online portal is available 24x7 to raise new requests for support or to get a status update on existing incidents or requests. Oxygen technical analysts will be actively receiving, diagnosing and resolving incidents and requests during the following hours:

Monday to Friday 08:00 – 18:00 excluding public holidays.

6   Getting a status on your Support Call

Once you've registered your incident, if you wish to check on its status, please return to the online portal, log in and click the 'Requests' tab or any of the other areas highlighted below:

You will see a list of all current incidents or requests currently being handled, click on the incident or request you want to get an update on:

From the resulting screen, you can view the full status and history of the incident or request:

You can...

- Send a message to the Oxygen Support Team
- Review all previous communication
- Check the status (open or closed) priority assigned and due date for resolution
- Check if any resolution is available
- Review current activities underway
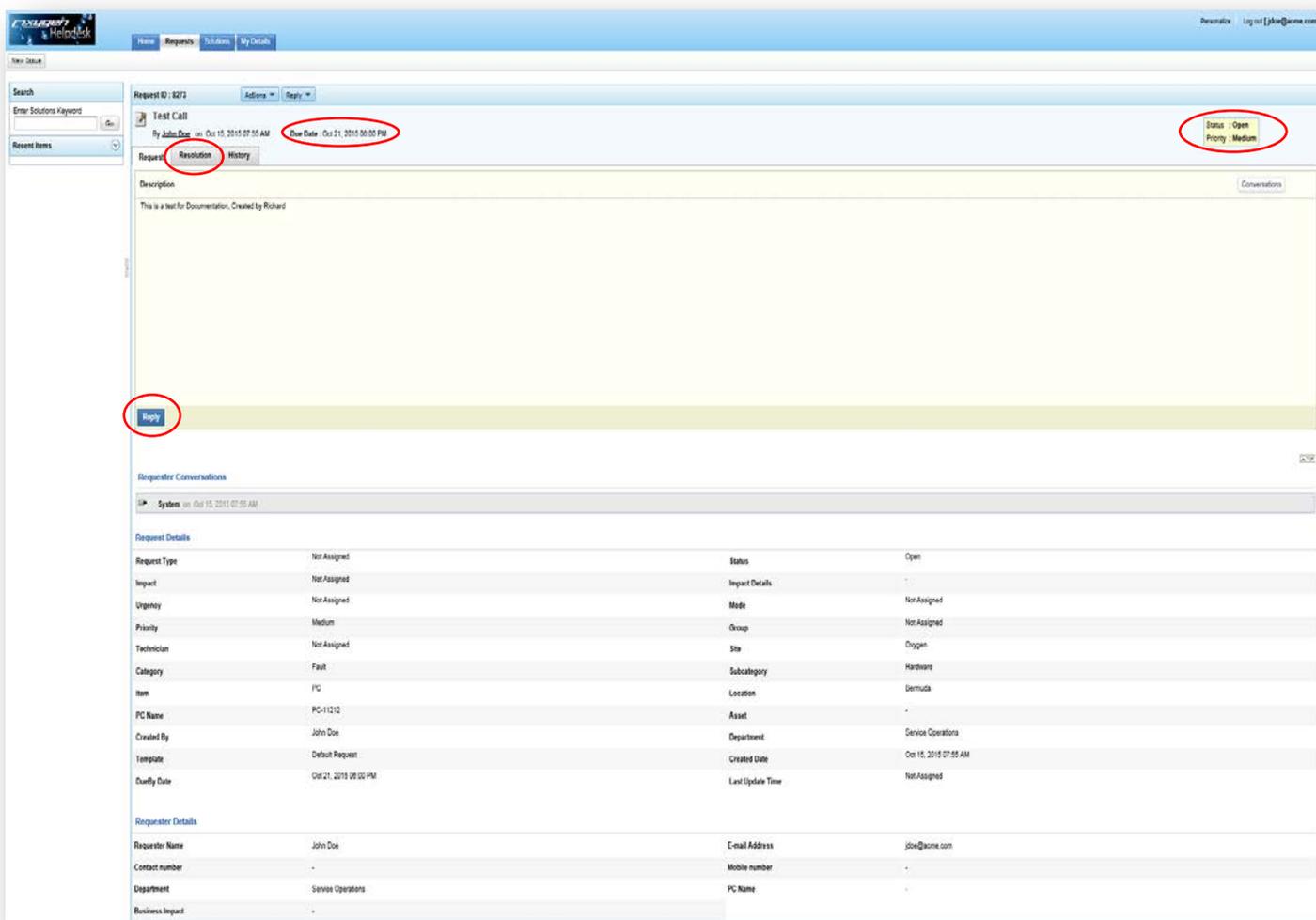
7　High level view of the support process

Customer places call with Oxygen by web portal, email or telephone

Oxygen Service Administrator receives call and helpdesk software assigns unique ticket number

Based on information from customer, call is classified according to priority

Critical

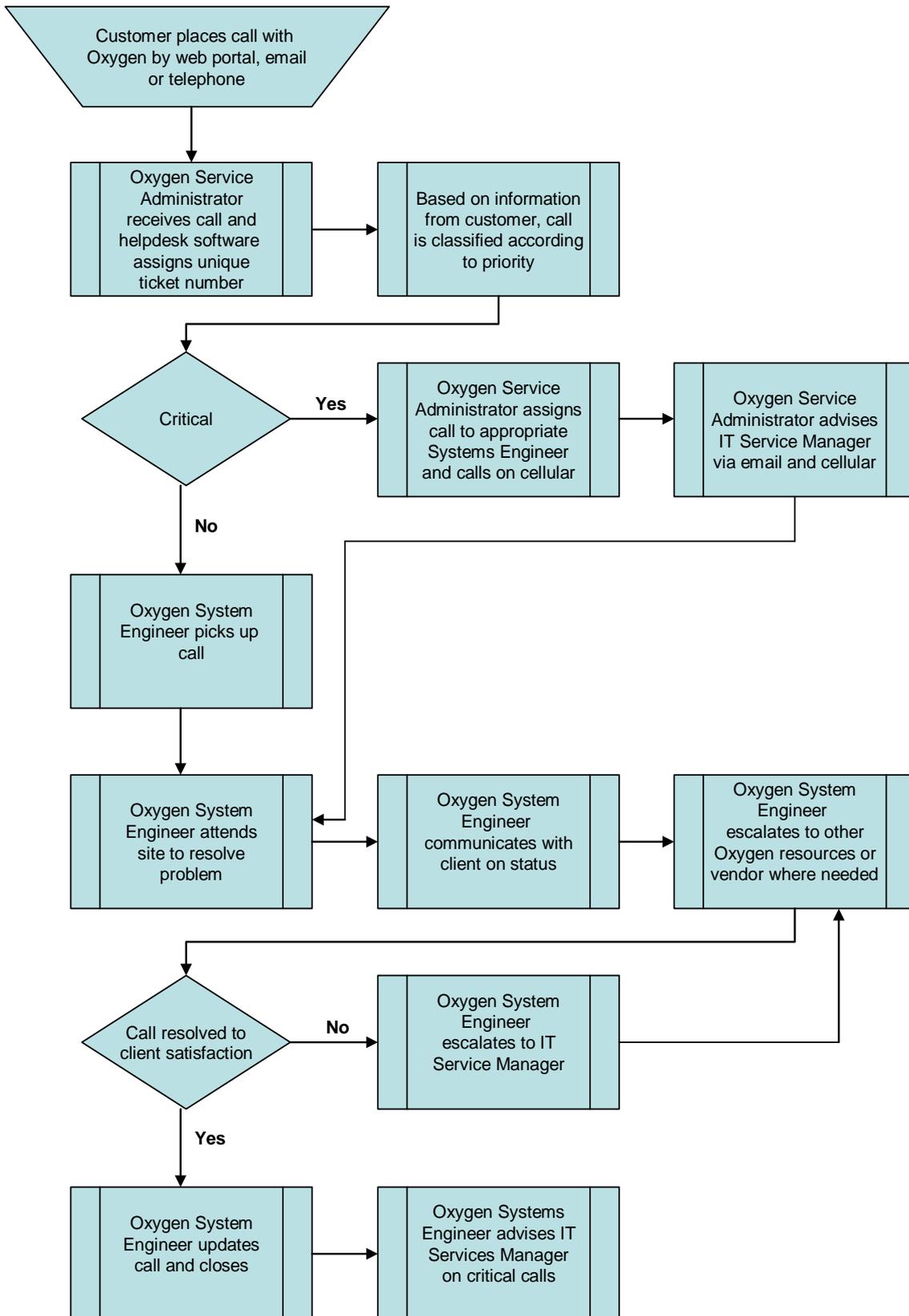**Yes** → Oxygen Service Administrator assigns call to appropriate Systems Engineer and calls on cellular → Oxygen Service Administrator advises IT Service Manager via email and cellular

No

Oxygen System Engineer picks up call

Oxygen System Engineer attends site to resolve problem → Oxygen System Engineer communicates with client on status → Oxygen System Engineer escalates to other Oxygen resources or vendor where needed

Call resolved to client satisfaction

No → Oxygen System Engineer escalates to IT Service Manager

Yes

Oxygen System Engineer updates call and closes → Oxygen Systems Engineer advises IT Services Manager on critical calls

8   Maintenance Windows – when will your IT be routinely unavailable for use

All IT systems need to undergo maintenance in order to keep them running. Often maintenance requires the system to be taken offline for a period of time. We have agreed with the business sponsor the most appropriate time to carry out such maintenance as to not to impact business productivity to any great extent.

Please be aware that some or all of your IT systems may be completely unavailable or its performance may be degraded during the following maintenance windows:

On the 20th of every month between the hours of 22:00 – 00:00

Oxygen will not advise users individually of this regular planned outage and you are encouraged to ensure that all work is saved before you leave the office as maintenance may require a forced disconnection from certain systems being subject to maintenance.

If you feel you are likely to be working during this time, please advise the Oxygen Change Management team by emailing : Changes@oxygen.bm

9   Making Requests for Changes to your IT Services (Only applicable to managed service customers)

To make a change request please email the Change Management Team on Changes@oxygen.bm and someone from our change team will be in touch.

10 Key Points of Contact

The following are your key points of contact:

Oxygen Support Team:

Web: https://helpdesk.oxygen.bm

Email: helpdesk@oxygen.bm

Tel: +1 (441) 292.1878

Fax: +1 (441) 292.5414

Oxygen IT Manager: Jason Dixon

Tel: +1 (441) 5042833

Email: jdixon@oxygen.bm

Change Management Team:

Email: Changes@Oxygen.bm

Other Oxygen Departments: http://www.oxygen.bm/contact.php