<table>
<thead>
<tr>
<th><strong>Users’ Guide to the ICT Service Desk</strong></th>
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<tbody>
<tr>
<td><strong>Reference Number:</strong></td>
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<tr>
<td>NHSCT/10/352</td>
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<tr>
<td><strong>Target audience:</strong></td>
</tr>
<tr>
<td>This policy is directed to all staff who use ICT systems in NHSCT.</td>
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<tr>
<td><strong>Sources of advice in relation to this document:</strong></td>
</tr>
<tr>
<td>Dr Grace Irwin, Assistant Director Informatics</td>
</tr>
<tr>
<td>Paul Matchett, ICT Operations Support Manager</td>
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<tr>
<td><strong>Replaces (if appropriate):</strong></td>
</tr>
<tr>
<td>Previous Northern Trust Users’ Guide to ICT Service Desk</td>
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<tr>
<td>(NHSCT/09/139)</td>
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<td><strong>Type of Document:</strong></td>
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<td>Trust Wide</td>
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<td><strong>Approved by:</strong></td>
</tr>
<tr>
<td>ITSD&amp;IM Project Board – 18 August 2010</td>
</tr>
<tr>
<td>Dr Grace Irwin on 15 October 2010</td>
</tr>
<tr>
<td><strong>Date Issued by Policy Unit:</strong></td>
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<td>16 November 2010</td>
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**NHSCT Mission Statement**

To provide for all the quality of services we would expect for our families and ourselves
Users’ Guide to the ICT Service Desk

Purpose or Aim of Policy

The purpose of this document is to outline how the ICT Service Desk will support users in the resolution of ICT incidents and in the management of ICT service requests. It describes the responsibilities of users and the response that they can expect to receive from the ICT Department.

Target Audience

This policy is directed to all staff who use ICT systems in NHSCT.

Responsibilities

Dr Grace Irwin, Assistant Director of Informatics, has overall responsibility for this policy. Mr Paul Matchett, ICT Operations Support Manager, has day to day responsibility for this policy.

Legislative Compliance

The ICT Security Policy should be read in conjunction with this policy.

Equality, Human Rights and DDA

This policy has been drawn up and reviewed in the light of Section 75 of the Northern Ireland Act (1998) which requires the Trust to have due regard to the need to promote equality of opportunity. It has been screened to identify any adverse impact on the 9 equality categories and no significant differential impacts were identified, therefore, an Equality Impact Assessment is not required.

Alternative Formats

This document can be made available on request on disc, larger font, Braille, audio-cassette and in other minority languages to meet the needs of those who are not fluent in English.

Sources of Advice in Relation to this Document

The Policy Author, responsible Assistant Director or Director as detailed on the policy title page should be contacted with regard to any queries on the content of this policy.
Introduction

The ICT Service Desk

- Provides a central point of contact for users through which they must log ICT related incidents or ICT service requests.
- Provides first line support and a troubleshooting service.
- Manages and monitors the ICT incident/service request resolution process.
- Facilitates communication between IT staff, users and third parties.

A definition of ‘ICT’ is provided at Appendix A.

Hours of Operation and Contact Information

The ICT Service Desk is operational during the following hours:

9:00 to 5:00pm Monday through Friday, excluding statutory holidays and can be contacted by:

Telephone: 7672 6006 (tie line)
7034 6006 (direct dial)

The ICT Service Desk Portal can be accessed via Staffnet by clicking on the “Contact ICT Service Desk” link on the Staffnet home page.

The Service Desk Portal offers users additional features that are not available if an incident or request is logged via the telephone e.g. users can log and review ICT incidents/service requests using the ICT Service Desk Portal. Training in the use of the Portal is provided via Staffnet, Contact ICT Service Desk.

An out-of-hours service operates 24 hours, seven days per week, excluding normal service desk hours. This service should only be used in the event of critical failures impacting critical services. It must not be used for the provision of routine services or to request support for services for which specific contingency arrangements are in place. The out-of-hours mobile phone number is 07778 927836.

An answer phone service is also available out-of-hours. This allows users to leave contact details for follow up during normal hours. It also provides the contact number for the out-of-hours service.

IT staff must not be contacted by users on their home or personal mobile telephone numbers at any time.

Logging Incidents and Service Requests
All ICT related incidents and service requests, without exception, must be reported to the Service Desk in the first instance. Users must not call individual ICT officers or third party service providers directly.

Users may use either the telephone or the portal to log incidents and service requests.

The following Information should be provided

- Contact Details – Name, department, telephone number, location
- Nature of the incident or service request and any error messages
- Equipment reference number

Where appropriate, the ICT Service Desk Coordinator will discuss the priority to be assigned to an incident. Broad prioritisation guidelines are contained in Appendix B.

Service requests will be allocated a target achievement date. This may be revised subsequently by the ICT Technician dealing with the ICT incident/request. It is the responsibility of the ICT Technician to keep users informed of changes to the target date.

The user is notified of the ICT Service Desk reference number either at the time of reporting by telephone or from the display on the portal.

Examples of an ‘ICT incident’ and ‘ICT service request’ are provided below.

**ICT Incident** – a printer jam or a PC not working.

**ICT Service Request** – request for new email address or ICT equipment to be installed or moved.

Service requests that require ICT equipment to be moved require at least two weeks notice.

**The Service Desk Response**

The ICT team will deal with the request as soon as possible, dependant upon the priority allocated. Target response times are contained in Appendix C.

ICT staff will provide regular updates to the user during the resolution period. In the event of a query, the ICT Service Desk should be the first point of contact. Users of the portal can view updates on their open ICT incidents/service requests at any time.
In some instances it may be necessary to provide a temporary solution until such times as underlying problems can be addressed.

ICT incidents/service requests will not normally be closed until the user has confirmed a satisfactory resolution. If attempts to contact the user are unsuccessful then the incident/service request will be closed and recorded as resolved after period of one week.

An email message will be sent to inform the user the ICT incident/service request has been resolved and closed, if the user does not agree they should contact ICT Service Desk by phone.

**User Responsibilities**

ICT officers will make site visits where necessary and will inform the user in advance. Users are responsible for ensuring that ICT staff have access to the relevant areas of the site and to the appropriate systems. Users are also responsible for ensuring that staff seeking access are carrying valid Trust identification.

Users must also be available to assist ICT staff to gain access to software applications and to assist with testing solutions.

**Exceptions**

The ICT Department does not provide support for:-

- Equipment or software purchased/installed without agreed trust policy and procedures
- Medical, or other, equipment that may be connected to the ICT infrastructure

Response times do not apply where ICT incidents/service requests arise as a result of unauthorised interventions.

Departments may be asked to fund repairs where damage has not been caused by normal or acceptable use. The ICT Department is not responsible for funding consumable items.

**Related Services**
The first point of contact for the other ICT related services are as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Department/Office</th>
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<tbody>
<tr>
<td>Development of Business Cases for Information Systems</td>
<td>Information Systems Programme Office</td>
</tr>
<tr>
<td>Support for procurement and implementation of Information Systems</td>
<td>Information Systems Programme Office</td>
</tr>
<tr>
<td>Training – desktop applications</td>
<td>ICT Training Department</td>
</tr>
<tr>
<td>Training – Information Systems</td>
<td>Designated System Manager</td>
</tr>
<tr>
<td>Requests for information from a specific Information System</td>
<td>Designated System Manager</td>
</tr>
<tr>
<td>Queries regarding functionality available on a specific system</td>
<td>Designated System Manager</td>
</tr>
<tr>
<td>General request for information</td>
<td>Information &amp; Records Departments</td>
</tr>
<tr>
<td>General queries on operational aspects of Information Systems</td>
<td>Information &amp; Records Departments</td>
</tr>
</tbody>
</table>

**Feedback**

The ICT Service Desk welcomes both positive and negative feedback from its users on the quality of the service provided. The service will be reviewed and improved on the basis of information received.

Feedback should be provided by contacting the ICT Service Desk and ask to speak with the ICT Service Desk Manager or alternatively email manager.ictservicedesk@northerntrust.hscni.net.

**Escalation procedure**

If a user requires an ICT incident/service request to be escalated they should contact the ICT Service Desk with the ICT incident/service request reference number and ask to speak with the ICT Service Desk Manager or alternatively email manager.ictservicedesk@northerntrust.hscni.net.

**Appendix A**

ICT is considered to include:
- Items of ICT equipment (hardware) such as desktop computers, printers, scanners, servers, data communications
- Standard desktop software
- Software applications, the primary role of which is the provision of regional, corporate or departmental information to allow the administration and monitoring of a service. Examples of such applications include: Symphony A&E system; Clinicom Patient Administration System; Local Community Information Database (LCID); Human Resources Management System (HRMS)
Appendix B

Fault Logging Priority Definitions

**Critical** – A service is inoperable or impacted in a major way across the organisation.

**High** – A service is inoperable for an individual or group OR there is a major impact on a service across a site.

**Medium** – There is a minor effect on a routine aspect of a service for an individual, group or site OR there is a minor effect on a non-routine aspect of a service affecting the organization.

**Low** - There is a minor effect on a non-routine aspect of a service affecting an individual, site or group
Appendix C

The ICT Department aspires to achieve the response times below. However, users must be aware that the resolution of some ICT incidents/service requests will be outside of the Trust’s control and may be subject to other service level agreements. In addition, further prioritisation may be necessary in busy periods.

**Response Times**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Target Response Time</th>
<th>Target Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>1 hour</td>
<td>2 hours</td>
</tr>
<tr>
<td>High</td>
<td>4 hours</td>
<td>8 hours</td>
</tr>
<tr>
<td>Medium</td>
<td>1 Day*</td>
<td>1 week</td>
</tr>
<tr>
<td>Low</td>
<td>2 Days*</td>
<td>4 weeks</td>
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*Working days: - weekdays excluding Bank Holidays

**Response Time** is the time taken from an ICT incident/service request being logged with the ICT Service Desk to a response being received by the requestor from an ICT Support Technician concerning the nature of the problem.

**Resolution Time** is the time taken from an ICT incident/service request being logged with the ICT Service Desk to the problem being resolved to the satisfaction of the customer.