

**Service Design and Development**  
**Operations Helpdesk**  
**Call Logging Procedure for Educational Establishments**

**Hours of Operation: 8.30am – 5pm, Monday to Friday\***

**Telephone: 523434**

**E-mail: [ICTHelpdesk@aberdeencity.gov.uk](mailto:ICTHelpdesk@aberdeencity.gov.uk)**

When you log a call please have ready:

- Contact name, telephone number and e-mail address
- Establishment Name
- Exact location of the problem equipment
- Symptoms
- Equipment Identifier
- Error Messages
- Any restrictions on access to the equipment

You will be given a Help Desk call reference number. Please note this number as you will need it if you need to update the call for any reason.

\* Service Design & Development are continually reviewing its operations. Call logging procedures are therefore liable to change, including adding further options for logging calls outside of these hours.

## **Service Design and Development**

### **Operations Helpdesk Escalation Procedure for Educational Establishments**

- 1. Contact the Help Desk, quoting your call reference and provide an update to the call.**

The Help Desk will update the call and notify the analyst allocated to the call along with the Account Manager for that establishment.

- 2. If the call is still not being progressed satisfactorily, then contact your Service Design & Development Account Manager.**

The relevant Account Manager\* will discuss your concerns, update the call and arrange for the appropriate resources to resolve the call and/or ensure that you are updated with further updates to the call.

- 3. If you still believe that the call is not being progressed to your satisfaction then contact the Operations Manager.**

The Operations Manager\* will review the case, determine whether any additional support is required in order to resolve the call or whether any changes in procedure are required and ensure that you are updated on any findings arising from this review.

- 4. Finally, should you still believe that there are grounds for complaint, then you should contact the Head of Service, Service Design & Development.**

**\*Contact Details subject to change and will be updated as and when necessary. See Appendix A for current contact details**

## Service Design and Development

### Operations Helpdesk Escalation Procedure for Educational Establishments

#### Appendix A – Contact Details

<b>Name</b>	<b>Designation</b>	<b>Telephone Number</b>	<b>E-mail Address</b>
<b>Help Desk (1)</b>		<b>523434</b>	<b>ICTHelpDesk@aberdeencity.gov.uk</b>
<b>Dave Young (2)</b>	<b>SDD Account Manager, Culture &amp; Learning</b>	<b>523636</b>	<b>Davey@aberdeencity.gov.uk</b>
<b>Sandra Massey (3)</b>	<b>Operations Manager, Service Design &amp; Development</b>	<b>522778</b>	<b>Smassey@aberdeencity.gov.uk</b>
<b>Rhona Atkinson (4)</b>	<b>Head of Service, Service Design and Development</b>	<b>522889</b>	<b>Ratkinson@aberdeencity.gov.uk</b>

# Service Design and Development

## Operations Helpdesk Performance, Reporting and Measurement for Educational Establishments

Help Desk calls and elapsed time in providing a solution are prioritised into 4 levels based on the initial customer response.

The target response and fix times allocated to a Help Desk call, during the Council's operating hours as defined within are as detailed below:

1. Priority A    Response within 1 hour    Problem fixed within 1 day
2. Priority B    Response within 2 hours    Problem fixed within 3 days
3. Priority C    Response within 2 hours    Problem fixed within 10 days
4. Priority I    Response within 1 day    Installation date agreed within 5 days

### **Priority A - Critical or Major Business Impact**

- The service is totally unavailable to multiple users and no alternative is available
- The service is restricted or unavailable for multiple users and no alternative is available
- A key user has lost the use of the system and no alternative is available

### **Priority B - Service Unavailable or Restricted**

- The service is unavailable for multiple users, but an alternative reduced service is possible
- An individual user has no services and has an urgent need to be met
- There is a restriction or operational impact but the service is available

### **Priority C - Low Level Disruption**

- Deferred maintenance is acceptable, a work around is possible with little operational impact
- A general enquiry received from a user, which may become an incident and escalated through the priorities.

### **Priority I – Installation Work**

- Installation of newly purchased ICT assets
- New installations of additional software

Performance Indicator Reports will be prepared and issued to individual establishments on a monthly basis. Where system availability, response and fix times have not been achieved by the Council this will be discussed and corrective action shall be agreed.