

Centralized IT Service Desk

Objective

The performance of a service desk is an indicator of the overall health of an organization's IT. As well as being a key business function, the service desk enables organizations to thrive. Service desks need to ensure that their services are clearly defined and aligned with business needs. The service desk is a single point of contact (SPOC) for end users who need assistance/help.

The primary aim of the service desk is to restore the normal service to the users as quickly as possible. In this context restoration of service is meant in the widest possible sense. While this could involve fixing a technical fault, it could equally involve fulfilling a service request or answering a query- anything that is needed to allow the users to return to working satisfactorily.

Managing VIP users are always critical to SBI Life. A VIP user may not always be a CXO level person but could very well be a normal user but whose work is critical to business production. All MANCOM members are comes in VIP list. (Approximate 140 users).

Specific responsibilities will include:

- Logging all relevant incident/service request details, and allocating categorization and prioritization codes
- Providing first line investigation and diversion of call.
- Escalating incidents/service requests that the service desk cannot resolve within agreed timescales
- Conducting user satisfaction call backs/surveys as agreed.
- Communication with users - keeping them informed of incident progress, notifying them of impending changes or agreed outages, etc.
- Call abundance should not be more than 2% of the total volume.
- Email response of any email within maximum by 1hrs.

Users may use the following access channels to log their incidents or support requests with the service desk:

- Call logging tool.
- Email
- Telephone call (Inbound call Centre)

Key Activities and responsibilities:

As per the last three months (Nov-18, Dec-18, Jan-19) trend, Minimum 450 to maximum 800 calls are arrived in our centralized IT Service desk and currently it is handled by 8 resources, inclusive of 5 service desk executive of SBI Life.

Selected Bidder need to align their appropriate resources as service desk executive to handle incoming phone calls, for mail & web portal calls as well as for the vendor management.

- Provide Single Point of Contact (SPOC) assistance for the all IT infrastructure management services across SBIL branches, and provide first level call resolution.
- Log service request Incidents for the service requests received via call logging tool, phone and emails.
- Prioritize the incidents as per the defined Severity matrix.
- Monitor the service desk tool for open and pending tickets.
- Categorize and assign the service tickets to appropriate technical group and align to respective severity.
- Follow-up with technical team towards service ticket status and manage internal & external notification and escalation.
- Track cases till resolution.
- Update incident status to users periodically & as per the communication standards of SBI Life as and when the status changes.
- Co-ordinate with vendors and carry out escalation when appropriate and required. Project Manager should involve actively in getting the work done from the respective vendors.
- Generate and discuss daily, weekly and monthly report to the relevant authorities within SBI Life as per the reporting schedule and structure.
- Project Manager needs to analyze the calls and come up with suggestions for improvements to increase the service levels.
- Project Manager needs to update SBI Life team on the Severity 1 Calls Incidents and their status.
- Provide service delivery attributes like engineer visit note, activity completion notes at end user desk with current status of call logged, notifications if any.
- Selected bidder will arrange engineer to dismantle and installation of IT assets in internal shifting of branches as on when requirement comes up from region. IMAC is updated to IT Procurement Team. (Transportation of IT assets is not under selected bidder's responsibility).
- Selected bidder has to provide Training & Induction to all new resources in all Domains.
- Evaluation of service desk and engineers has to be conducted once in 6 months.
- End User support & Assistance (Answering queries related to application features and usage).
- Basic transition support- for new application roll-outs and version upgrades.
- Coordinate and follow up with the vendors for escalated incidents and problems.
- Escalate the application logic related problems to respective stake holder.

- Call abundance should not be more than 2% of total volume & any email response within 2 hours.

Deliverables:

Following reports should be generated using the Service desk tool;

- Call logging and assigning to engineer within 4 min.
- Monthly- Incident reports.
- Monthly- Service Level compliance report.
- Daily- Pending & closed calls reports.
- Monthly- Call Analysis report

The productivity for centralized IT service desk is to be delivered as per below.

Roles	Response Time	TAT for Call logging and assigning	AHT	Current No .of Resource	Number of calls to be handled per resource per day	Approximate calls per day
Centralized IT Service desk (Phone calls- Inbound call Centre)	Immediate	05 min	05 min	7	96	672
Centralized IT Service desk on Email & Web form	Immediate	05 min	05 min	2	96	192
Field & Vendor Management	05 min	05 min	05 min	1	96	96

SLA & Penalty: As per RFP