

Customer Support Service

December 15, 2014

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1. Rate per month

Tier 1: \$75 per team configuration

Tier 2: \$200 per team configuration

Tier 3: \$700 per team configuration

(The rate tiers are based on the estimated number of tickets entered into each team configuration. Tier 1 supports up to 1200 tickets per year (an average of 100 per month). Tier 2 has a limit of 6,000 tickets per year (500 per month). Tier 3 has a limit of 18,000 tickets per year (1500 per month). The rate tier for a team configuration is established at the start of each fiscal year.)

2. General Overview:

The Customer Support Service allows agencies to use the incident and problem management modules of the iSupport Help Desk software to manage and track customer requests. The Customer Support Service is an automated system that tracks issues, sends notifications, and uses service level agreements to track delivery of service. The Office of the CIO Help Desk staff will customize the look and feel of the system to meet the specific requirements of each team.

3. Service Description:

The Service includes:

- Initial setup and training of a team on using the incident and problem management modules within iSupport;
- Support Representative user guides and brochures;
- Initial configuration of views associated for the team's use of iSupport;
- On-going technical support of the use of iSupport, including updates, revisions, and development of new tools;
- System administration of iSupport;
- 24 x 7 access;
- Incident and problem management modules within iSupport.

The Service does **NOT** include:

- Licensing for any other modules available with the iSupport Help Desk Software are not included in this service.
- The Office of the CIO Help Desk will not manage calls as part of this service. All calls must go directly to the agency's own help desk.

Benefits include:

- The Customer Support Service provides a central repository and tracking tool for requests.
- Service level agreements and workflows can be used to define business processes and keep requests moving.
- The permission levels can be customized for the appropriate level of access by various support reps and customers.
- Notifications can be defined and will occur automatically for each request.
- Custom views can be created for various purposes from administrative high level views to detailed views for specific service areas.
- Requested data are exported for reporting, data are backed up, and older closed requests are archived and readily available when needed.

4. Requesting Service

To discuss using State Distribution for your project needs, contact the OCIO Help Desk at 402-471-4636 or by email at cio.help@nebraska.gov.

5. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

6. Service Hours, Response Times and Escalation:

The system is available 24x7. Customers have the ability to pull data from the system successfully to analyze the service they provided. The tickets have a very customizable format.

The following defines the response time service level commitment of the IT Services Help Desk.

This is not necessarily the time to resolve the problem, but rather the maximum amount of time to contact the appropriate support person and respond back to the requestor that the problem is being addressed with an estimated time for resolution.

Severity is an evaluation of the situation based on the information received by the person taking the call/request for help.

The four possible values are:

Emergency Level Problem

Turnaround: Immediate. A personal, direct, contact must be made to the person responsible. Page is made to level 2.

Impact: All or most locations are unable to perform their work.

High Level Problem

Turnaround: Within 2 hours

Impact: Frequent, chronic problem; multiple locations or workgroups are unable to perform their work.

Medium Level Problem

Turnaround: Within 4 hours

Impact: Single location or workgroup is unable to perform their work. Service is degraded or restricted.

Low Level Problem

Turnaround: Within 10 hours

Impact: No actual functional loss; low priority/informational

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468