# Charlton Networks
## YOUR BUSINESS IT. CONNECTED

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WORKING WITH CHARLTON NETWORKS
A GUIDE TO USING OUR HELPDESK

Version 8
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# Contents

## Introduction

This procedure sets out the processes around using the Helpdesk service at Charlton Networks and is intended as a guide for customers using our IT support services.

At Charlton Networks we strive to provide the highest level of support and to continually improve this service going forward. To help us to provide the best possible support for you and your team, it would be very much appreciated if you could ensure that all your internal users that are authorised to raise support tickets are forwarded a copy of this procedure.

Finally, your valued feedback is always welcome to help us refine and continually improve the service offered. Should you have any feedback on this or any other aspect of our service, please email your designated account manager or support@charltonnetworks.co.uk

## Operations Team

Our operations team, led by our senior support engineer Eric Gore and the team support and operate the IT systems and IT services you have contracted to Charlton Networks. This includes the day-to-day problem management, system & backup monitoring, capacity management, performance checks and 3rd party supplier management.

Our helpdesk software system (NETHelpdesk) provides all clients with a 'self-service' log-in and the ability to review all current and past calls. We also provide remote control of client devices via the TeamViewer application and remote monitoring of key client systems using the IT Brain module of TeamViewer. NETHelpdesk and TeamViewer applications are available via our website at www.charltonnetworks.co.uk

## Service Hours

The helpdesk is open Monday to Friday 8am till 6pm and our helpdesk team operate and provide service during these times.

## Review

Workloads are reviewed daily and weekly by our helpdesk team and a weekly review meeting is designed to address any on-going or persistent issues you may have. This will review the operation of the whole helpdesk and focus on key issues, such as any on-going problems, critical faults, escalations and the scheduled work for the next week. Your points of escalation are detailed below if you are experiencing any issues or problems in resolving an IT service issue.

## Ways to Communicate

There are a number of ways to raise and progress support calls;
- Our preferred method Via email to HD@Charltonnetworks.co.uk which will automatically raise a support ticket for you
- Alternatively, you can log-in to our helpdesk here http://hd.charltonnetworks.co.uk
- If the problem is critical or you do not have access to the Internet, then you can call 01684 856840 and speak with a member of the HD team
- Or you can escalate the call as detailed below

All of these methods will result in your problem / issue or query being entered on to our helpdesk system and an acknowledgement stating your Reference Number being sent to you via email or confirmed in person.

## Process Overview

Calls to the helpdesk will be serviced via the following 'call queues' to aid the efficient and systematic resolution of your problems;

### Triage Queue

ALL calls made to the company, whether logged direct to the system, emailed or phoned in by our clients will start their journey here. Calls in the triage queue will be assessed, evaluated and actioned immediately if possible.

- We will determine the priority and the type of call raised
- We will verify our understanding of what you are requesting
- We will attempt a fixed the call there & then if possible
- We will confirm our next actions if we cannot fix your problem
- We will re-assign the call to the appropriate queue for follow-up action

The following queues will then be used to process your call;

### Faults Queue

The Faults Queue will hold all open fault call and problems on operational systems supported by Charlton Networks. Here calls will be actioned, updated, scheduled, progressed and resolved / closed.

- A technical solution will be actioned and tested / evaluation made of its success
- Each step taken will be documented / summarised
- 3rd party-suppliers will be managed and calls progressed as required
- End user confirmation of fix will be sought
- Where a specific call back to the client is required a call back will be scheduled in the support diary
- The support diary will be open on the wallboard and on every helpdesk engineers' desktop computer
- Finally, when a call is resolved and closed a full summary will be provided in the HD ticket.

### Change Queue

The Change Queue will hold all tickets where a change is required to an operational client system. This might range from setting up a new printer for a client, making a change to firewall rules or changing some other aspect of an existing system.

- All changes will be assessed in terms of their risk and how we can mitigate this risk. e.g back out of the change if necessary
- An outline of the plan, with risk mitigation and backout will be written in the specific ticket
- This will go through an approval process
- All agreed changes will be recorded in the support diary and agreed with the requesting client.

## Project Queue

The projects queue will hold all work that arises from project snagging and / or work requested via the internal project or sales teams.

Here, faults or issues arising from very recent or current projects will be processed; HD engineers will attempt a fix if deemed appropriate or will detail the issue and escalated to our project team. In all events these snagging issues will be raised at the weekly project meeting and agreement reached upon the approach to be taken.

## Work Request Queue

The Work Request Queue will hold all tickets where an engineer is required, such as a list of jobs for a scheduled support visit or a request to audit the users on your system. Work Requests are other jobs not covered by any of the queues listed above and may involve chargeable work, which will always be confirmed prior to a charge being made.

## Workshop Queue

The Workshop Queue holds all tickets where jobs are assigned for our workshop technician and cover work such as computer repairs, rebuilds or other small works involving physical devices.

## Helpdesk Service Level / Response Time Targets

Calls handled via the new queuing system (detailed above) will be allocated / assigned as follows;
- By their Classification (Fault, Change, Project)
- By their Priority / Impact upon the client

The priority of calls will be determined as follows;

- **Priority #1** = Fault of an entire Site – Whole system / impacting all business users
- **Priority #2** = Degraded Production – impacting more than 1 user (where work around has been effected) or a priority user (such as Managing Director who cannot work)
- **Priority #3** = A Single User problem
- **Priority #4** = A Change / Project or Work Request work request, which may or may not be chargeable

We aim to achieve the maximum response times based upon the above priorities;

| All Contracted Clients | | |
|---|---|---|
| Description | Remote Response Time [1] | On-site Response Time [2] |
| Priority#1 - Entire Site | Immediate | Within 4hrs [3] |
| Priority#2 - Degraded Production | Immediate | Next Business Day [3] |
| Priority#3 - Single User | 4hrs [3] | By Agreement |
| Priority#4 - Change request | 24hrs [3] | By Agreement |

Notes:

[1] Remote Response time will be deemed to be the elapsed working time from call being initially logged to the to the time when first technical intervention is made. i.e. Engineer speaks with client or remotely accessed client system.

[2[ On-site response time will be deemed to be the elapsed working time from call being initially logged to the time when CN engineer arrives on-site.

[3] Working time is the time within the 'service hours' shown above

## Raising a Support Call

There are a number of ways to raise a support call with our helpdesk team and these are listed as follows;

1. **Email**
    1.1. To log a request with our Helpdesk at any time of the day, please email the details, along with screenshots or attachments (where possible) to [hd@charltonnetworks.co.uk](mailto:hd@charltonnetworks.co.uk)
    1.2. Please ensure that you give as much detail as possible. In the subject line in your email try to explain briefly what the request is regarding, trying to avoid words such as issue or problem and instead on the key description, such as "emails not being received ". Perhaps you can take a screen shot, using something like the 'snipping tool' available in Windows or attaching a file with the error information. In this way, we can assist you more efficiently and get your problem resolved quicker.
    1.3. You will receive an automatic acknowledgement email with a Reference Number from our helpdesk system for you to track the progress of your call which you can quote when contacting us.
    1.4. The Reference Number is part of the official tracking process of your request for quality and auditing purposes and as soon as your call is logged on the Helpdesk, the Service Level Agreement (SLA) (depending on your contract type) starts.
2. **RMM Client**
    2.1. All supported computers will have our RMM (remote monitoring & management) agent installed. This can be found in the system tray of your computer and looks something like



    2.2. Clicking in the 'purple cog' gives a list of options, that include options to email the Helpdesk team or raise a 'Helpdesk Request Form'.
3. **Phone**
    3.1. You can always phone us using the dedicated support number 01684 856840, where your call is placed in a queue and will be picked up by the next available agent.

## Business Critical Request

1. If your request is "business critical" and requires urgent assistance (such as a server down which affects all users across all sites), always place a telephone call to the support team on 01684 856830. In this way your call will go immediately to the 'top' of the queue and resources re-directed to get you working again
2. To chase the progress on a "business critical" request always telephone the Support Team.
3. In practice there are few "Business critical" calls and when they do arise we may need to divert resources to resolve them. Therefore, please understand that events like this can sometimes disrupt the level of service other users of our system receive. This might be you one day and we hope you can bear with us as we resolve these priority#1 calls. In all events, we will inform you and fully manage this process.

## Getting an Update

1. Every update we make on an active ticket will be emailed to you as an update. In the first instance please check your email 'inbox'
2. To chase the progress of a request, please ensure you update the ticket via either the portal, or email, quoting the original Reference Number in the subject line [ID:CNLxxxxxx].
3. Try to avoid creating duplicate requests for the same thing as this will only slow down progress on the problem's resolution.

## Helpdesk Web Portal Access

Our NETHelpdesk login provides the ability to;
1. Log a support ticket
2. See updates and understand how a call is progressing
3. Add updates to calls
4. Escalate a call
5. See all the open calls for your company
6. Review historical calls that have been closed

If you have not received a "log in" to our Helpdesk portal to track and raise support calls, please contact us at support@charltonnetworks.co.uk as soon as possible with details of the users that require access.

## Remote Control / Support

From time-to-time we may need to access your computer to diagnose or observe a problem as it happens. In these cases, we use the TeamViewer application which is an industry wide standard that provides a high-level of encryption between your computer and our engineers. We will only use this application with your authorisation and you will be requested to provide a TeamViewer ID when we wish to access your individual computer / device.

In this way you can also watch what the engineer is doing and potentially learn from that experience.

For our team to remote in, please go to: http://www.charltonnetworks.co.uk/ Select 'CNL TeamViewer' & run the relevant file and provide the ID number. Our team will contact you for these specific details and you will be kept informed of our progress and completion.

## Escalation Process

Please find below the details of the relevant contacts at CNL. Should you have any issues, need more information or would like to escalate an issue please contact the relevant persons, as listed below:

| **Helpdesk Engineer**<br>Every client is assigned an engineer, who will review the calls for their customers each week and liaise with you to ensure calls are being handled and progressed to you satisfaction | **Engineer**<br><firstname.lastname>@charltonnetworks.co.uk<br>(you will be notified of your assigned engineer) |
|---|---|
| **Senior Support Engineer** | **Eric Gore** |

| | |
|---|---|
| Eric is responsible for the day-to-day operation of the Helpdesk and manages the support team. | eric.gore@charltonnetworks.co.uk<br>07590 927825 |
| **Account Managers**<br>Your Account Manager is responsible for the overall delivery of the services and support you receive from Charlton Networks. Please contact as your second point of escalation or for any upgrades or changes to your system / service. | **Dan Ridgewell**<br>Dan.ridgewell@charltonnetworks.co.uk<br>07771 628584<br>**Richard Perry**<br>Richard.perry@charltonnetworks.co.uk<br>07774 106304 |
| **Principal Engineer**<br>Mark is responsible for the delivery and oversight of all projects by our company and manages the project team. | **Mark Leatherby**<br>mark.leatherby@charltonnetworks.co.uk<br>07811 956196 |
| **Managing Director**<br>Your final point of escalation or specialist solution advice, including planning and IT strategy. | **Richard Perry**<br>Richard.perry@charltonnetworks.co.uk<br>07774 106304 |

## Further information

If you have any questions regarding this document, or the service you have received, please contact Eric Gore (Senior Support Engineer) at Eric.Gore@charltonnetworks.co.uk.

If you have a query regarding your SLA with our Helpdesk, your contract or if you wish to enter into a support contract with our helpdesk, please speak to a member of our Sales team at Sales@charltonnetworks.co.uk.

**Thank you for reading this document and helping us to provide the very best support. Your continued feedback is very much welcomed and appreciated.**