

## Enterprise IT Shared Services Service Level Agreement



## Customer Care Center Details

(Revision Date: October 7, 2010)

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**DOCUMENT CONTROL**  
**REVISION HISTORY**

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## INTRODUCTION

The purpose of this document is to provide detailed Service Level Agreement (SLA) information about the Customer Care Center (CCC) service.

CIO/OFT's Customer Care Center (is a single point of contact to provide speedy assistance to users of information technology products and services. It can provide help desk assistance to users of hardware and software, including customized applications. It is available 24x7x365, and can replace or supplement an agency's technology help desk.

This document is part of a set of SLA documents, and part of a group of documents and web pages that contain information about the Customer Care Center service. The Resources Section of this document provides links to Customer Care Center resources.

## **SERVICE DETAILS**

### **SECURITY SUPPORT**

Passwords are used for authentication of users to gain access to specific applications or resources. The Customer Care Center (CCC) assists users on resetting passwords for multiple agencies and numerous devices/applications. Passwords will only be reset for the owner of the “login.” Access is verified after the reset. Administrator or delegated administrator account passwords are not reset.

Examples of the type of passwords include: Blackberry, E-Rate domain, NYSeMail, NYS Domain, NYS Directory Services, RSA token PIN, HSEN domain, etc. Typically, password issues are resolved at the first level of contact.

### **DESKTOP SOFTWARE SUPPORT**

The CCC provides “how to” support for questions on the general Microsoft Office Suite (Word, Excel, Access) and common microcomputer software products. This support is typically the first level of contact.

### **APPLICATION SUPPORT**

Custom support is provided for specific applications and products. These calls require application specific knowledge and often take longer to train support staff. The overall setup and knowledge base for this support is specific to the application. These calls are typically resolved at the first level of contact.

### **HARDWARE SUPPORT/DISPATCH SUPPORT**

The CCC provides initial hardware support. Proven techniques are used to identify problems that can be corrected during the call. Hardware problems that require vendor support are referred to the appropriate support vendor. Customers must provide inventory and vendor contact to support referrals. Many of the CCC call agents are HP and Dell qualified for hardware support. These calls are typically resolved at the first level of contact.

## ROLES AND RESPONSIBILITIES

### *CIO/OFT Responsibilities*

CIO/OFT Is Expected To:

- Ensure incidents are resolved for customers as quickly and efficiently as possible, and continuously explore ways to achieve greater operational efficiencies by:
  - Ensuring that once the phone is answered, an agent talks with the caller within 35 seconds or less;
  - Ensuring that no more than 6% of all callers will hang up before speaking to an agent;
  - Resolving as many incidents or inquiries as possible on the first call, by answering no less than 69% of the questions by the answering agent.
  
- Provide professional and reliable customer service.
  - Ensuring an annual customer satisfaction rating of no less than 4.1 on a 5 point scale.
  - Ensuring appropriate resources will be applied until a final and satisfied resolution is reached, through determination of incident severity and tracking of incidents.
  
- Meet CCC Service Level Performance Measurement Targets as outlined in **Table 1** in the Service Level Agreement for IT Shared Services.

## NOTIFICATIONS

The CCC will follow the notification services below (Incident Management Notifications or IM Notifications) when incidents occur:

- **Severity 1 and Severity 2**

Event	Action	Responsibility
<i>Open Incident</i>	Upon receiving a trouble call, CCC agent will open an incident, verify the appropriate information, and assess the possible extent of the incident. If the incident appears to be a Severity 1, the CCC agent taking the call notifies the CCC Supervisor.	CCC Agent
<i>Primary Triage of Incident</i>	<p>CCC performs initial incident diagnosis and assigns a Severity Level within 15 minutes from the time the CCC is notified of the incident. CCC may subsequently assign a revised Severity Level to the incident and proceed as required. This will be entered into the incident record. Upon request, the system can automatically alert Resolvers that incidents have been referred for their action via email.</p> <p>Resolvers are responsible for monitoring the incident queues and taking charge of incidents assigned to them in a timely manner.</p>	<p>CCC Agent and Supervisor</p> <p>Resolvers</p>
<i>Initial Notification</i>	<p>For Severity 1 and 2 incidents CCC will send a notification/update to the Customer via an Incident Management (IM) Notification that an incident has been opened within 15 minutes of incident creation.</p> <p>Customer staff is responsible for communications within their organization.</p>	<p>CCC Incident Manager</p> <p>Customer Staff</p>

**Severity 1 and Severity 2 continued.**

Event	Action	Responsibility
<i>Updates</i>	<p>Resolvers working to restore service provide substantive updates to the incident as they make progress. At a minimum, hourly updates are required for severity 1 and 2 incidents.</p> <p>After the initial IM Notification, the CCC uses the Resolver-provided information to send updated IM Notifications for Severity 1 incidents every hour until service is restored.</p> <p>After the initial IM Notification, the CCC uses the Resolver-provided information to send updated IM Notifications for Severity 2 incidents at 1, 4, and 8 hours until service is restored.</p> <p>Customer staff is responsible for communications within their organization.</p>	<p>Resolvers</p> <p>CCC Incident Manager</p> <p>Customer Staff</p>
<i>Significant Update</i>	<p>Whenever there is additional information or a change in incident severity, the CCC will update the incident status in the service desk system and send out an updated IM Notification to the affected Customer. This notification applies only to changes made in Severity 1 and 2 incidents, or an upgrade of a Severity 3 incident.</p> <p>Customer staff is responsible for communications within their organization.</p>	<p>CCC Agent and Incident Manager</p> <p>Customer staff</p>
<i>Restored</i>	<p>CCC will notify/update the Customer via an IM Notification with a restored update once the incident has been resolved or a temporary fix has been implemented. This notification applies only to Severity 1 and 2 incidents.</p> <p>Customer staff is responsible for communications within their organization.</p>	<p>CCC Incident Manager</p> <p>Customer Staff</p>

- **Severity 3**

CCC does not perform IM notification services for Severity 3 incidents.

## ESCALATIONS

Escalations generally follow the same intervals as Notifications. If an incident status is due to be updated, and the Resolver has not responded to the initial notification, the CCC agent will escalate the incident to the next level. It is the Customer Agency’s responsibility to provide Escalation Contacts for purposes of Incident resolution. Customers must also provide the CCC with alternate contact and escalation phone numbers for their organizations.

The CCC will provide the following escalation services when incidents have occurred. The CCC escalation path will be made available to the Customer Agency.

- **Severity 1 and Severity 2**

<b>Notification Schedule</b>	<b>Customer Care Center Action</b>	<b>Resolver Action</b>	<b>Customer Action</b>
<i>Initial 0-15 Minutes</i>	<p>Upon initial incident diagnosis and assignment of a Severity Level, the CCC agent refers the incident to an appropriate resolver.</p> <p>The service desk system notifies both the resolver and Incident Management that an incident has been opened and assigned.</p> <p>The CCC Agent will escalate to a CCC Supervisor if unable to determine a resolver for incident handling.</p>	<p>Resolver receives notification of incident, analyzes it and takes appropriate action.</p>	<p>Customer checks IM Notifications periodically. Customer Management is briefed according to Customer procedures.</p>
<i>Referred 15 minutes</i>	<p>If the resolver has not acknowledged and begun working on the incident within 15 minutes or if the CCC agent cannot reach a resolver, the CCC will escalate through the resolver’s contacts to inform them of an incident.</p> <p>Incident Management updates the Severity 1 IM Notification to indicate escalation.</p>	<p>Same as above</p>	<p>Same as above</p>
<i>Hourly</i>	<p>The type of hourly update will be determined by severity level.</p>	<p>Resolver is responsible for providing an update on the work being performed.</p>	<p>Same as above</p>

- **Severity 3**

Notification Schedule	Customer Care Center Action	Resolver Action	Customer Action
2 days since time of referral	<p>CCC staff notifies the CCC Supervisor that the incident has not been resolved.</p> <p>The CCC Supervisor notifies CCC management that this incident needs to be evaluated and possibly escalated.</p>	<p>Resolver is responsible for providing an up-to-date work log and all necessary information needed for CCC evaluation.</p>	<p>Customer management alerted with information in the incident record based on Customer procedures.</p>

**<Customer Agency> Responsibilities**

<Customer Agency> Is Expected To:

- Provide and maintain <Customer Agency> contacts lists who will receive status notifications;
- Provide contacts and alternates to notify when incidents require escalation;
- Provide resolvers who are responsible for monitoring their incident queues; provide timely responses to assigned incidents, and update resolution status on a frequent basis;
- Respond to the random call back customer satisfaction opinion surveys; and
- Participate in the CIO/OFT Change Board. (Please see FAQ's for further information)

## SUPPORT

The Customer Care Center (CCC) is the main contact point for all CIO/OFT customers. The CCC Level 1 technicians are highly experienced and trained in resolving incidents. If a service cannot be restored during the initial call, a ticket is generated and assigned to the appropriate resolver for resolution.

The Customer Care Center is staffed 24x7x365 days a year and can be reached at 1-800-697-1323.

CIO/OFT has a dedicated staff of Customer Relations Managers (CRM) who will work with agencies to understand any unique business requirements and how CIO/OFT services can best help meet business needs. (<http://www.cio.ny.gov/support/ContStateCRMs.htm>)

You can contact them at: **1-866-789-4638 or 518-402-2537**

### **When You Call**

#### **Option 1:** Technical Support

Additional Choices:

1. Customer Care Center
2. Data Center Operations
3. NYeNet Network Operations Center (NOC)
4. Voice Services

**Option 2:** State and Local Government Customer Service (for Customer Service Managers)

**Option 3:** New York State Directory Assistance Operator

**OR by E-Mail at:** [customer.relations@cio.ny.gov](mailto:customer.relations@cio.ny.gov)

## HOW RATES ARE CALCULATED

### **Security Support:**

Flat rate per incident – determined annually

### **Desktop Software Support:**

Flat rate per incident – determined annually

### **Application Support:**

Flat rate per incident – determined annually

### **Hardware Support/Dispatch Support:**

Flat rate per call – determined annually

## BILLING PROCESS

### **Security Support:**

At the end of each month a billing detail report is provided that identifies appropriate detail for each incident. Business rules that determine “bill to” for Security Support are:

1. Blackberry, RSA token, NYS Directory service, Domain accounts are billed to owner agency.
2. Accounts that do not have a billable agency (e.g. general public, county) or an account with single application access will be billed to the application owner.

### **Desktop Software Support:**

At the end of each month a billing detail report is provided that identifies appropriate detail for each call. These calls are billed to the agency of the user.

### **Application Support:**

At the end of each month a billing detail report is provided that identifies appropriate detail for each call. Billed to the agency that owns the application.

### **Hardware Support/Dispatch:**

At the end of each month a billing detail report is provided that identifies appropriate detail for each call. Billed to the agency that owns the device.

## RESOURCES

### **Customer Care Center Home Page**

[http://www.cio.ny.gov/customer\\_care\\_center](http://www.cio.ny.gov/customer_care_center)

### **Customer Care Center Detail Sheet**

<http://www.cio.ny.gov/assets/documents/servicefactsheets/inSERVICE-CustomerCareCenter.pdf>

### **Customer Care Center Guide**

<http://www.cio.ny.gov/Services/additionalservices/NYSCustomerCareCenter.ServiceCenterGuide.pdf>

Agencies can attend bi-monthly Customer Workgroup Meetings, where we communicate planned changes and seek feedback on process improvements.

Overview demonstrations of the Service Center and the Customer Care Center ticketing system are available upon request.

## CONTACT US

### Customer Relations Managers listed by State Agency

<http://www.cio.ny.gov/support/ContStateCRMs.htm>

### Contact CIO/OFT Customer Relations Managers or the Customer Care Center at

**1-866-789-4638 or 518-402-2537**

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**Option 1:** Technical Support

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