



DBTS' Help Desk Services Spring 2009

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DBTS Help Desk Services Overview

DBTS is uniquely qualified to provide IT support and services to organizations of all sizes. With extensive experience in information technology and, more specifically, service desk solution design, implementation and support, the DBTS team has what it takes to deliver the solution, personnel, and services inherent in top-notch IT services and support. Our clients benefit not only from the experience and talent of our staff, but from the organizational knowledge and experience fostered through a wide variety of information technology services offered since 2000.

DBTS provides a complete set of integrated services that address the full life-cycle management of IT service requirements.

Our IT service desk support services include hardware support, patch management, lifecycle refresh, remote support, network support, server support, and most commercial off-the-shelf (COTS) software re support at the client's designated sites.

DBTS specializes in providing provide four distinct levels of IT service and support:

- Tier 1: Help Desk
- Tier 2: Desk Top
- Tier 3: System Management
- Help Desk Team Leaders and Managers

Levels of Support and Services

DBTS' Tier 1 Help Desk Support and Service

Support

Tier 1 support begins when an end-user contacts the Help Desk with a client, server, network or functional issue. The Tier 1 Technician fielding the call maintains contact with the user until the problem is resolved and documented so that the Help Desk can solve similar problems in the future. If the Tier 1 Technician cannot resolve the issue, the problem is escalated to Tier 2 for resolution. 'Emergency' issues are forwarded to the appropriate level as quickly as possible.

Administration

Although Tier 1 focuses on end-user support and effective task distribution, on which this support model is based, Tier 1 personnel can also handle certain limited requests for administrative support, such as the following tasks:

- Creating Accounts
- Maintaining Account Groups
- Maintaining Accounts
- Maintaining Distribution Lists

The Tier 1 Help Desk for each client is configured based upon the following criteria:

1. Number of support users
2. Average duration of support incident
3. Coverage hours
4. Ratio of contacts per user per month
5. Routing to Internal and External third parties
6. Volumes (phone, portal and e-mail) based on historical data
7. Level of technical assistance and applications supported
8. Administrative functions performed
9. Escalations to customer IT organization
10. SLA and SLO metrics
11. Management team and facilities
12. Training and QA requirements



DBTS' Tier 2 Desktop Support Team

The Tier 2 Desktop Support Team consists of certified technicians and systems administrators that provide second level support to customers. Standard desktop support is available according to each individual client need.

Most Desktop Support team members are experts in Microsoft and Unix desktop and server operating systems. Because of this expertise, the technicians are qualified to handle several systems administration tasks like image management, backup management, and server administration.

Desktop Support Services are defined as having a technician resolve a customer issue at that customer's working location. A working location can be an office, cubicle or home/offsite office. Deskside support technicians also handle installs, moves, adds, and changes (IMACs). The DBTS team has two models of support for Desktop Support Services.

Onsite Support. This is defined as having a technician stationed at a dedicated customer site to provide desktop support for any issues that were not resolved by the Tier 1 Help Desk.

Service Centers. This is defined as having a technician dispatched from a centralized client location to provide desktop support for any issues that were not resolved by the Tier 1 Help Desk. Tier 2 service center support consists of central and remote operations staff. The central operations team performs operations and administrative roles and provides second level support for end-users. Remote site personnel are dispatched from the service center to resolve problems at client locations. Tier 2 personnel are normally continuously available during the normal work day with on-call staff available to handle escalations during off-hours.

Support

Tier 2 provides support, knowledge, and tools that Tier 1 uses to provide efficient end-user help. Tier 2 is responsible for resolving all server operations issues.

Tier 2 typically performs the following IT support services:

- System monitoring
- Report generation
- System backup
- Backup tape verification
- Exchange mailbox/folder tape restores
- Server maintenance

Administration

Tier 2 handles all administrative tasks not performed by Tier 1 except for certain domain level administrative tasks such as maintaining trust relationships. In rare cases, Tier 2 may perform special end-user requests.



DBTS' Tier 3 System Management

Most team members are experts in Microsoft and Unix desktop and server operating systems. Similar to Tier 2, Tier 3 support are normally continuously available during the normal work day with on-call staff available to handle escalations during off-hours. Unlike Tier 1 and Tier 2, some Tier 3 tasks fall into categories other than support, maintenance, and administration; those categories include system management, departmental infrastructure, web site, and utility development.

Support

Tier 3 personnel work directly with Tier 2 to resolve issues and do not have direct contact with end-users. Tier 3 help is sought only after Tier 2 exhausts all its own resources, and the resolution developed by Tier 3 is implemented by Tier 2 so they can fix the same problem next time.

System Management

Tier 3 is typically responsible for the following tasks:

- System analysis
- System tuning
- Performance optimization
- System expansion
- Mailbox and public folder recovery
- Pre-production testing

DBTS' Help Desk Team Leaders and Managers

DBTS is committed to quality in all areas of service and has a long-standing reputation of excellence in Help Desk. This excellence is a direct result of committed team leaders and managers who are experienced in the proper implementation steps for a superior Help Desk. The steps below are part of the quality assurance process our Help Desk Team Leaders and Managers utilize for each of our Help Desk engagements.

On-Site Discovery - On-site discovery involves an interview process to gather data about the client's support operations. This phase and the two that follow are performed by DBTS' assigned Team Leaders and the Project Manager and includes the following activities:

- Interviews with key personnel to understand current support structure, service requirements, goals, and objectives for service desk services
- Review and determination of the scope and depth of support, service-level agreements, and the organization and locations of support resources
- Evaluation of interactions required between support groups and other groups in the client organization; evaluation of transfer processes and of service and response times provided to end users
- Review of areas of special client interest

Planning and Design – During the planning and design phase, the scope of the client's specific service desk solution is confirmed, and the following activities are performed:

- Provision and final completion of overall processes and service levels to be provided
- Confirmation of the transfer process and telephone-scripting to be used
- Definition and verification of roles and responsibilities and call flow for each support group
- Confirmation of reporting requirements and report distribution
- Analysis and consolidation of information obtained during discovery so that service-level agreement development can begin
- Development of client-specific procedures on their Intranet and knowledge base
- Input of client-specific information into the client's problem management system and knowledge base



Implementation – The following procedures will be implemented to provide a smooth transition:

- Transfer of specific client data, including information about procedures and work environments, to the service desk operational team
- Validation and distribution of the service-level agreement to all parties

Personnel

The DBTS team offers the very best in Help Desk personnel. The following table represents the types of industry certifications our resources possess.

Certification
A+
Certified Information System Security Professional (CISSP)
Certified Network Administrator (CNA)
Cisco Certified Network Associate (CCNA)
CompTIA Security +
Hardware Certifications (Dell, HP, IBM, etc.)
Help Desk Institute – Help Desk Analyst (HDA)
Help Desk Institute – Help Desk Manager (HDM)
Help Desk Institute – Support Center Team Lead (SCTL)
ITIL Foundations
ITIL Practitioner – Release & Control
Microsoft Certified Desktop Support Technician (MCDST)
Microsoft Certified Professional (MCP)
Microsoft Certified Systems Administrators (MCSA)
Microsoft Certified Systems Engineer (MCSE)
Microsoft Certified Trainers (MCT)
Net+
Project Management Professional

Performance Standards and Service Level Agreements

The DBTS team adheres to industry standard performance standards and service level agreements (SLA) throughout all help desk engagements. We'll work with your organization to determine your level of support need and then establish and implement the appropriate SLA.

The following table contains an overview of a Standard Service Level Agreement used by DBTS on a recent client engagement. We recognize that every engagement is unique and may require modifications to our standard terms.

Telephone Service			
Hours of Operation	24 hours a day; 7 days a week		
Time to Answer	30 seconds or less		
Response Time			
Response Time to E-Mail	The Help Desk will respond within one to four hours via e-mail unless additional details are required. Help Desk will contact the customer via phone.		
Response Time (onsite) to In Warranty Hardware	The Help Desk will dispatch a third-party service provider to respond onsite by Next Business Day.		
Help Desk Technical Support			
Telephone First Call Resolution Rate	85%	Definition – The percentage of calls that are resolved on the first contact; that is, while the customer is still on the phone.	
Priority	Priority	Definition	
	High	Network connectivity down; system failure; mission critical	
	Standard	Routine problems; minimal impact on job functions; application usage; "how-to" assistance	
Telephone Resolution Times	Priority	Ticket Type	Resolution Time*
	All	Software COTS – First Call	First Call
Resolution Times	High	Software COTS; Custom Apps; Network Access	8 hours or less
	Standard	Software COTS; Custom Apps; Network Access	2 Business days or less
	All	Hardware – In Warranty	2 Business days or less
	All	Hardware – Out of Warranty	Based on Organization Policy
	Standard	Moves, Adds, and Changes (1- 9 computers)	10 Business days or less
	Standard	Moves, Adds, and Changes (10 or more computers)	Special Project Scheduled with Agency



Past Performance

DBTS offers extensive experience performing help desk services for organizations of all sizes, in varied geographical regions. Since 2000, DBTS has provided various IT support services for many organizations such as the District of Columbia's Office of the Chief Technology Officer, Office of Planning, Office of Local Business Development, and the Office on Latina Affairs. The following project references represent a sampling of DBTS past performance and demonstrate the type of services offered.

Project: Help Desk Support, Office of the Chief Technology Officer, Washington DC

The Office of the Chief Technology Officer (OCTO) is responsible for providing technical support, via phone support, email, desk-side support, and remote support, to a host of District agencies. The District relies on DBTS personnel to effectively respond to calls within outlined service level agreements (SLAs). From connectivity support to hardware support, new customer setup to application functionality, the DBTS team solves hundreds of incidents for DC Government employees every day.

The DBTS Help Desk Services Support team utilizes Remedy's Help Desk application to track incidents from the initial call through resolution. Our technicians provide answers to general computing questions, break/fix support, and training on COTS software, hardware, various operating systems, and customized software applications. Monthly performance reports are provided to the client through the Remedy Help Desk application and the Teloquent call center software.

DBTS provides onsite and offsite technical support. The team currently supports hundreds of applications and continually upgrades its knowledge of new applications, technology, and problem resolution skills by investing in ongoing training and a comprehensive technical resource library. This commitment to training and DBTS' employee-employer relationship has produced a high retention rate.

Project: Life Cycle Refresh/PC Deployments

The District of Columbia's Office of the Chief Technology Officer (OCTO) is responsible for providing life cycle refreshes and the deployment of new machines to District agencies, including the Office of Attorney General (OAG) and the Metropolitan Police Department (MPD). DBTS Desk-side Technicians were contracted to coordinate, implement, and manage life cycle refreshes and PC deployments with both OAG and MPD.

Our Desk-side Technicians worked with Dell to create images for all the new desktops and laptops to be deployed. Once the machines were delivered by Dell to the various sites throughout the District, the Technicians were responsible for coordinating with agency personnel to schedule the deployments and manage the deployment through completion. With five team members, the technicians were able to deploy 500 machines in one week.

Asset information for each new machine was collected and entered in the Remedy asset management database. The asset information included location, owner information, machine specific details, and serial numbers. Each machine was labeled with an asset tag to identify the machine for use when calling the help desk and for tracking. With this asset information, weekly reports were generated and provided to the agency and OCTO management.

Why Choose the DBTS Team?

The DBTS Team offers its clients a robust help desk offering backed by solid past performance, certified personnel, proven methodologies, and industry-standard tools and best practices. From small organizations to large corporations and government agencies, we provide the flexibility and quality of service to meet a range of help desk needs. And the list goes on.....

- Our team possesses more than fifty years of combined IT Support experience.
- We have established strong partnerships with other IT industry leaders, which ultimately serves to benefit our clients.
- DBTS is a Platinum Plus member of the Help Desk Institute's (HDI) Washington DC chapter.
- DBTS has earned a reputation for excellence in project management. No matter what the business process and organizational requirements, DBTS can help organizations achieve aggressive goals, on time and within budget.
- The DBTS team demonstrates an extreme commitment to quality in everything it does. This commitment is reflected not only in the work habits of its employees but is formalized through consistent and repeatable quality assurance procedures.
- Our consultants care deeply about customer satisfaction and demonstrate commitment to exceeding customer expectations. Our corporate success has been largely based upon repeat business from satisfied customers.
- We understand the importance of responsiveness in ensuring project success. We work hard to make sure that all team members communicate proactively and responsively so that our clients get what they need, when they need it.

Learn More.....

For additional information , please contact DBTS' Executive Vice President, **Mr. Tony J. Barrett** at tjbarrett@dbts.com.

Mr. Barrett is a licensed Professional Engineer (PE), certified Earned Value Professional (EVP), and accomplished Program Manager with more than 25 years of success and accomplishments in Project and Program Management. Recently, he has been focused on successful Program Management for information technology (IT) projects and programs ranging from single, desktop units to enterprise-wide systems. This experience spans requirements analyses through concept exploration, systems development, full-scale development, full-scale production, and operational deployment and support. The most recent accomplishments have been focused in the area of establishing, certifying, maintaining, and operating earned value management (EVM) systems for major, high risk, government acquisition programs.





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