

Due Diligence Questionnaire

Consulting Cloud Preview

Version	Date	Author(s)	Summary of changes

Document approvals

Approving body	Roles	Version

Document distribution

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Referenced documents

Title	Location	Version

Document Review History

Reviewed By	Title	Date

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Consulting Cloud Preview

1. Service Desk

Contact Information

Q-Ref.

Interview Date

Interviewer

Contact Ref.

Contact Name

Contact Position

Contact Cost Centre

Contact Building

Contact Location

Contact Department

Contact Telephone

Service Desk *(Please enter answers in cell below question)*

- 1 How are incidents/requests generally reported to the desk? Phone/Email/Fax/In Person Other
- 2 Are ALL incidents/requests for support logged with your Service desk? If the Service desk is not the single point of contact to whom do users request support?
- 3 Describe the type of incidents/requests received and range of products/services covered?
WINTEL/Netware/Unix/Apple Mac/Terminals/Logical Access/Servers/Bespoke Apps/Printers/LAN/WAN/IMACS/Software Evaluation/Capacity Management/Project Work/Procurement/Phones/Faxes/Pagers/Premises
- 4 Do you receive incidents/requests on viruses, if so how are they dealt with?

Hours of Operation

5 Please specify the Service desk core hours?

6 What provision is there for extended hours support?

7 Please specify any provision for 'On-Call' Support? How are these incidents/requests logged?

Call Receipt System

8 Telephone switch used?

9 ACD manufacturer, model and version?

10 Capacity of ACD, lines in/out?

11 How many currently in use?

12 How is it configured, i.e. vectors, hunt groups etc?

13 Are end-user incidents/requests taken directly by second or third level support staff?

14 If no telephone switch exists please describe how incidents/requests are received.

Scope of Service desk Support

15 Please specify which role is responsible for each level of support for the following products/services:

Product/Service	1 st Level	2 nd Level	3 rd Level
Microsoft O/S			
Microsoft Apps			
Electronic Mail			
Bespoke Apps			
Third Party Apps			
Mainframe Comms			