

Service Management – Due Diligence

Information questionnaire

SERVICE DESK - GENERAL

#	Information Required	Contact Details
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, what are the other points of contact for customer requests / support?	
3.	Please describe the general nature of the service requests or incidents received. Please identify the products and services covered. e.g.: 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.	What is the size of your supported user base (total number of users)? What do you base this number upon? How do you know this? (e.g. a source data base)	
5.	Please provide the users' locations. E.g. Home/Branch/External suppliers.	
6.	Do you have end users or groups of users deemed to be VIP's? If so, who are they, why are they 'VIP's and in what way are they treated differently?	
7.	Please specify the Service desk core hours?	
8.	What provision is there for extended hours support?	
9.	Please specify any provision for 'On-Call' Support? How are these incidents/requests logged?	

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SERVICE DESK PROCESS – HIGH LEVEL SUMMARY

Please provide the following 'process' related documentation with respect to Service Desk. :

#	Information Required	Contact Details
10.	<p>Incident Management</p> <ul style="list-style-type: none">• Service Desk Management Level Two Processes Diagrams• Incident Management Level Two Processes Diagrams• Incident Management High Level Process Definitions• Incident Management Status Transition Diagram• Incident Management Status Transition Rules• Incident Management Notification List	
11.	<p>Problem Management</p> <ul style="list-style-type: none">• Problem Management Level Two Processes Diagrams• Problem Management High Level Process Definitions• Problem Management Status Transition Diagram• Problem Management Status Transition Rules• Problem Management Notification List	

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12.	<p>Change management</p> <ul style="list-style-type: none">• Change Management Level Two Processes Diagrams• Change Management Process High Level Definitions• Change Management Status Transition Diagram• Change Management Status Transition Rules• Change Management Notifications List	
13.	<p>Configuration management</p> <ul style="list-style-type: none">• Configuration Management Level Two Processes Diagrams• Configuration Management Process High Level Definitions• Configuration Management Status Transition Diagram• Configuration Management Status Transition Rules• Configuration Management Notifications List	

Consulting Cloud Preview

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#	Information Required	Contact Details
14.	<p>Service Level Management</p> <ul style="list-style-type: none">• Scope & Objectives• Incident Management SLA Requirements<ul style="list-style-type: none">○ Incident Case Target Life Cycle○ Queue Management for Incidents○ KPI Target Monitoring• Change Management SLA Requirements• Task SLA Requirements• Problem Management SLA Requirements	
15.	Management Reports - List All with Report Column/Row Details	

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SERVICE DESK PROCESS – DETAILED DOCUMENTATION

Column 1 lists various service management processes that are of interest. Please provide the answers in columns 2, 3 and 4 as requested for these service management processes. Ideally the answers in column 4 should be provided in electronic “links” to the document and providing the relevant files in a single directory.

PROCESS NAME	PROCESS EXISTS Y/N	PROCESS OWNER	PROCESS DOCUMENTATION - Process, Procedures, Work Instructions (Insert Documents/Links)	PROCESS DEFINITION
Access Management				<u>Definition:</u> manage access to services and information.
Application and Database Management				<u>Definition:</u> manages applications and databases, assuring service “fit for purpose” and “fit for use”.
Architecture and Automation Management				<u>Definition:</u> manages the information, technology and automation architecture.
Asset Management				<u>Definition:</u> manage the financial information of assets during their lifecycle.
Availability Management				<u>Definition:</u> manage availability to assure Warranty.
Business Relationship Management				<u>Definition:</u> manage the relationship with business
Call Management				<u>Definition:</u> manage all calls to a satisfactory closure.
Capacity Management				<u>Definition:</u> manage capacity to assure “fit for purpose” and “fit for use”.
Change Management				<u>Definition:</u> manage all changes to assure “fit for purpose” and “fit for use”.