

**SERVICE PACKAGE: SL0013**

**SERVICE CENTER SUPPORT**

Consulting Cloud Preview

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**Note: The audience for this IT Service Product is the customer executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).**

1.0 IT SERVICE PRODUCT OVERVIEW									
1.1	<table border="1"> <tr> <td>Reference #</td> <td>SL0013</td> </tr> <tr> <td>Name</td> <td>Service Center Support</td> </tr> <tr> <td>Description</td> <td> <p>The Service Center is a single point of contact that Customer staff and customers use when reporting an ICT issue or wishing to make an ICT request. The Service Center will co-ordinate all of the 'behind the scenes' activities necessary to address the call, either resolving the issue or fulfilling the request.</p> <p><b>The Service Center is available 24 hours, 7 days a week, however</b> outside of the standard business hours of 7am to 5:30pm, on weekdays, only Severity 1 and 2 incidents for production systems will be addressed as a matter of urgency and escalated as required. All other requests for service that cannot be resolved at the time of the call will be attended to as quickly as possible during business hours.</p> <p><b>"VIP" service.</b> All VIP calls are raised to Severity 1/2 level.</p> </td> </tr> <tr> <td>Inclusions</td> <td> <p>There are 4 major services listed within the Service Center:</p> <ul style="list-style-type: none"> <li>◆ <b>Incident Management.</b> Provides any short-term fixes necessary to restore functionality to ICT systems so that users can continue to use them</li> <li>◆ <b>Problem Management.</b> Identifies the root cause of an incident, and fixes the systems to minimize/prevent any re-occurrence</li> <li>◆ <b>Provisioning.</b> Purchasing and moving of ICT hardware, software and professional services (e.g. moving of a PC to a different office, purchase of a software license)</li> <li>◆ <b>Request Fulfillment.</b> Answer 'how-to' questions, and provide general advice.</li> </ul> <p>All of the other services listed within the Service Register are accessed via the Service Center.</p> <p>The Service Management System used by The Outsourcing Vendor will be made available to agreed CUSTOMER X business units.</p> </td> </tr> </table>	Reference #	SL0013	Name	Service Center Support	Description	<p>The Service Center is a single point of contact that Customer staff and customers use when reporting an ICT issue or wishing to make an ICT request. The Service Center will co-ordinate all of the 'behind the scenes' activities necessary to address the call, either resolving the issue or fulfilling the request.</p> <p><b>The Service Center is available 24 hours, 7 days a week, however</b> outside of the standard business hours of 7am to 5:30pm, on weekdays, only Severity 1 and 2 incidents for production systems will be addressed as a matter of urgency and escalated as required. All other requests for service that cannot be resolved at the time of the call will be attended to as quickly as possible during business hours.</p> <p><b>"VIP" service.</b> All VIP calls are raised to Severity 1/2 level.</p>	Inclusions	<p>There are 4 major services listed within the Service Center:</p> <ul style="list-style-type: none"> <li>◆ <b>Incident Management.</b> Provides any short-term fixes necessary to restore functionality to ICT systems so that users can continue to use them</li> <li>◆ <b>Problem Management.</b> Identifies the root cause of an incident, and fixes the systems to minimize/prevent any re-occurrence</li> <li>◆ <b>Provisioning.</b> Purchasing and moving of ICT hardware, software and professional services (e.g. moving of a PC to a different office, purchase of a software license)</li> <li>◆ <b>Request Fulfillment.</b> Answer 'how-to' questions, and provide general advice.</li> </ul> <p>All of the other services listed within the Service Register are accessed via the Service Center.</p> <p>The Service Management System used by The Outsourcing Vendor will be made available to agreed CUSTOMER X business units.</p>
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