

End User Services - GIOC End User Service Desk

1 Overview of Service

NTT will provide level-0 and level-1 GIOC End User Service Desk to assist Client’s authorized end-users with remote troubleshooting and resolution of common end-user related issues with desktop/laptop operating system and/or applications specifically identified in scope in the SOW.

NTT’s Integrated Operations Center – End User Service provides:

- (a) Ability for Client end-users to request support via a toll-free telephone number, email and Client portal
- (b) Solve common problems such as username and passwords issues, menu navigation, verification of hardware and software, installation issues, and setup
- (c) Conduct basic troubleshooting using questionnaires to find out the level of support needed
- (d) Route Incident/Support ticket to appropriate level-2 resolver team (Client or NTT)
- (e) Tracking, monitoring and documentation of Client support request
- (f) Escalation of problem ticket to Client IT staff
- (g) Development of ticketing process(es) and workflow(s) identified in SOW

2 Client Responsibilities

- (a) Create and maintain user security groups and assignments for Client personnel.
- (b) Maintain end-user operating system, Internet browser and antivirus, anti-malware definitions up-to-date or contract for NTT’s Endpoint Management & Protection Service.
- (c) Provide end-user support for any desktop/laptop operating system and/or applications not identified in SOW for this service.
- (d) Any application not specifically identified as In Scope.

3 Service Specific Operations

3.1 Monitors

The following monitors can be configured by default:

Monitor	Description	Alert	Performance Info	Resolution
Call/Email	Inbound support request	No	Analytics report: <ul style="list-style-type: none"> • Monthly volumes of calls and tickets • Monthly answered % in SLA or average time to answer • Monthly average Handle time • Monthly abandonment rate • Monthly first tier resolution • 90 day use metrics • 60 day volume forecasting 	Engineering Teams will attempt to diagnose, try to solve the issue and escalate to the Client if needed

Alerts related to elements not under NTT management will be escalated to the Client.

3.2 Call Volume Forecasting

NTT will conduct quarterly reviews with the Client in order to estimate call and ticket volumes and establish a "Baseline Forecast" for the upcoming quarter. If an anomaly or significant Event occurs which results in call and ticket volumes to exceed the Baseline Forecast, NTT will use commercially reasonable efforts to mitigate its impact, keeping the Client informed of any known trends observed. If, however, during Service Level calculations the Service Level has been impacted, a recalculation of the Service Level will occur. If the anomaly or significant event creates a backlog of tickets, NTT and Client will mutually agree to work together to prioritize the backlog, potentially waiving SLAs to allow the Service Desk the opportunity to catch up on the backlog of work generated during the Event.

3.3 Service Requests

The fulfillment of the following types of requests is included:

Task	Description
------	-------------

Analytics and Reporting	Custom analytics which are not in scope but will be charged on a time and materials basis.
Proactive IT Management	Problem Management for a recurring pattern of higher-than-expected issues on time and materials basis

4 Third Party Incident Coordination ("TPIC")

NTT will only coordinate third parties that are specifically identified in the SOW as in scope for TPIC and manage the incident through closure.

4.1 Client Responsibilities

- (a) Provide a Letter of Authorization (LOA) to allow NTT Data to coordinate incidents with each third-party vendor on your behalf.
- (b) Maintain all necessary maintenance contracts and support contracts with your third-party vendors, as applicable.
- (c) Provide the information required for NTT Data to log incidents with third party vendors on your behalf.
- (d) Respond to requests for information during the lifecycle of the incident.

5 Supported Technologies

The following technologies are supported:

- (a) Desktop/Laptop/Mobile Device End-user:
 - (i) Microsoft 365
 - (ii) MacOS
 - (iii) Apple iOS
 - (iv) Google Android
 - (v) Apple Safari
 - (vi) Microsoft Edge
 - (vii) Mozilla Firefox
 - (viii) Google Chrome

IMPORTANT
Check support for recently released (last 6 months) operating systems, VDI and Internet browsers with your Service Delivery representative.

The following configurations are supported:

- (b) Physical desktop or laptop
- (c) Virtual Desktop using:
 - (i) Terminal Services or Remote Desktop Services (RDS) with the same versions as the underlying Windows Operating System (see MHIS App Management - Managed OS for supported versions)
 - (ii) XenApp 6.x (all versions)
 - (iii) XenApp 7.x (without XenDesktop)
 - (iv) VMware Horizon View 6.x

6 Commercially Reasonable Effort Supported Technologies

In addition to the Supported Technologies listed herein, the following Commercial off-the-shelf (COTS) technologies will be supported by default on a "commercially reasonable basis" and without the creation of Client specific knowledge articles:

Adobe Creative Cloud Suite	Cisco Unity	Nuance
ADP	CommVault	Okta
Altiris	Concur	WorkDay
Altium	Dragon	PayCom
Autodesk	Duo	Power BI
Barracuda	Epic	
Bloomberg	GoToMeeting	

Box.com	Kronos	
Cisco AnyConnect	Meraki	
Cisco Call Manager	MoveIT	

7 Supported Environments

The following environments are supported:

- (a) Client premises
- (b) Remote end-user premises

8 Out of Scope

The following limitations apply:

- (a) Remote troubleshooting and resolution of common end-user related issues may require Client’s end-user to grant NTT Integrated Operations Center permission to take control of their personal computer. For avoidance of doubt, operating system upgrades and computer training are not considered “common end-user related issues”.
- (b) ITSM ticketing integration between NTT and Client is not included unless otherwise stated in SOW.

9 Tasks Included in the Standard Transition

As part of the Service, the following tasks are included:

- (a) Setup and configuration of call manager to greet Client’s end-users
- (b) Deployment of ticketing process(es) and workflow(s) identified in SOW
- (c) NTT will provide direct number for Client users for Help Desk Services provided while transition activities are still occurring
- (d) NTT will create Client specific knowledge articles for level-0 and level-1 support activities in support of SOW, which will be submitted to Client for review and approval, and subsequently operationalized by NTT
- (e) NTT will evaluate the existing NTT security and compliance training program and update it accordingly to include any Client compliance requirements in scope

9.2 Tasks Included in the Takeover of an Existing Installation

The following tasks are included with a takeover of a Client’s systems:

- (a) N/A

10 Tasks Not Included in the Standard Transition

The following tasks are not included in the standard transition of *x technology*:

- (a) Any task that hasn’t been explicitly mentioned