GUIDANCE PAGES TO BE DELETED WHEN PUBLISHED

ASDEFCON (SUPPORT)

SECTION 1: GUIDANCE FOR DSD-OPS-HLPDSK

(Help Desk Services)

Status: Optional

Purpose: To provide effective help desk support to operators and maintainers of systems and equipment.

Policy: No specific policy identified.

Guidance: This DSD provides a sound starting point for defining help desk Services; however, further development will be required to customise the DSD for the specific Software and/or hardware Products Being Supported. This DSD may be used to define the help desk Services required for Information and Communications Technology (ICT) Systems or other Defence systems (eg, as a technical support desk for Defence maintenance staff working on major platforms).

This DSD may be used in conjunction with other DSDs. For example, for an ICT system, the help desk Services may be inter-related with ICT system administration (DSD-MNT-SA), Software support (DSD-ENG-SW), and Maintenance Services for related hardware (DSD-MNT-SERV). For other systems, the help desk Services may be inter-related with requests for Contractor-provided Maintenance Services (DSD-MNT-SERV) and Engineering Services (DSD-ENG-SERV) for the resolution of Defects.

Where this DSD is used and Services from DSD-MNT-SA and/or DSD-ENG-SW are also required, drafters may find it more suitable to relocate clauses between DSDs if this better aligns the Services with expectations for how they will be managed and provided (eg, where it is anticipated that the help desk operators will also perform a number of systems administration tasks).

Drafters must ensure that the scope and general requirements clauses in this DSD adequately identify the Products and describe the expected demand to be placed on the help desk.

Drafters should be aware that the Services described in this and other related DSDs have, to the maximum extent practicable, been aligned with the services described in the Information Technology Infrastructure Library (ITIL). Notwithstanding, complete alignment is not practicable due to the framework and terminology used throughout ASDEFCON (Support) (eg, Support System). For comparison with ITIL, this DSD describes help desk Services, which are services included in the *AS ISO/IEC 20000-1 – 2018 Information Technology – Service Management – Part 1: Service management system requirements*. The following provides a comparison between this DSD and ITIL:

1. Under the ITIL specification and this DSD, incidents causing an interaction with the user (called a service request in this DSD) are recorded in a services management system. Other interactions / service requests are also recorded (eg, to change user access to data or for relocating hardware);
2. Under ITIL, all incidents to be addressed are recorded in the services management system (ie, including those not originating from a user service request); under this DSD only service requests from users are recorded;
3. Under ITIL, an interaction may be related to a Software or hardware problem and result in a problem report; under this DSD a service request may be related to a Failure and, if so, assigned a Failure classification; and
4. Under ITIL, an incident and interaction may be resolved and closed while the problem remains (eg, a network log-on failure is resolved with a work-around solution if users log-on via a redundant server while the original problem is addressed separately). Under this DSD a service request can be resolved while the Failure is addressed by Services provided under other DSDs or an Associated Party (eg, a work-around resolves a user’s service request but the Failure requires a Software change, under DSD-ENG-SW, that takes several months to develop, test, approve and implement).

Related Clauses/Documents:

Draft SOW Clause 4.4 Operating Support Services

DSD-MNT-SA, DSD-ENG-SW, DSD-ENG-SERV, DSD-MNT-MGT, DSD-MNT-SERV

Optional Clauses: Refer to individual clauses.

4 INTER-RELATIONSHIPS

Status: Core

Purpose: To identify the principle inter-related sections of the SOW, including other DSDs.

Policy: Nil

Guidance: Clause 4 should be updated to reflect the inter-related DSDs that are included in the draft Contract by tailoring clauses 4.2 to 4.4.

DSDs primarily related to ICT Systems (or just Software) are DSD-MNT-SA, DSD-ENG-SW, and this DSD. Depending on the scope of the Services, not all DSDs may be needed. In some cases, if only one or two clauses are required from one of these DSDs, it may be more efficient for management purposes to transfer the required clauses into another DSD and not use the original DSD.

Related Clauses/ Documents:

DSD-MNT-SA for the provision of systems administration Services.

DSD-MNT-MGT and DSD-MNT-SERV for the management and maintenance of ICT Systems hardware.

DSD-ENG-SW for the provision of Software support Services (including ‘Software maintenance’).

Optional Clauses: None.

6.1.1 Scope of DSD

Status: Core

Purpose: To identify those Products for which help desk Services are required.

Policy: TBD

Guidance: The DSD considers that not all Products Being Supported require help desk Services, either because the help desk Services only apply to a subset of the range of Products (eg, the Software but not hardware) or because subordinate Products are supported by other Services but are not visible to the Help Desk User as defined in clause 6.2.1.1. Accordingly, to identify those Products for which Services apply the clause provides two options: firstly, where the systems/equipment requiring help desk Services are identified within the list of Products Being Supported, at Annex A to the SOW, or, secondly, where they are identified within this clause of the DSD.

The first option is the preferred approach because it is more consistent with the approach for referencing relevant Products across most DSDs and also allows for a larger number of Products (ie, differing hardware and Software Products) to be identified and supported by the Services provided by the DSD.

The second option would be used when the systems/equipment requiring help desk Services are:

1. small in number and, therefore, easily identifiable within the clause; and/or
2. not otherwise identified in SOW Annex A (eg, the Mission Systems are identified but not the lower level items to which the Services are provided).

Related Clauses/Documents:

SOW Annex A

Optional Clauses: None

6.2.1 General Requirements for Help Desk Services

Status: Core

Purpose: To provide general requirements for the provision of help desk Services, which assist the tenderers and Contractor to define the scope of the Services and the required resources.

Policy: TBD

Guidance: This clause requires considerable tailoring to ensure that it accurately reflects Defence’s requirements for help desk Services. If the draft Contract (Support) is being let in conjunction with a draft Contract (Acquisition), some of the information required to populate this clause should be available through the Operational Concept Document (OCD). Otherwise, drafters will need to liaise with the future operators and maintainers (ie, the Help Desk Users) to obtain the required information.

Drafters must ensure that this clause adequately describes the expected demand to be placed on the help desk. For example, consider specifying the:

1. numbers of users;
2. locations (or time zones);
3. hours of operation; and
4. expected call rate if known (eg, from work effort under previous contracts) such as the number of calls per hour to be handled, numbers of simultaneous callers to be handled, or other measure(s) describing the level of effort where it is possible and appropriate to do so.

If this DSD is used in a Contract (Support) that is linked to a Contract (Acquisition), it may be appropriate to require the tenderers to propose a description of the expected call rate parameters, including the rationale for the expected demand (eg, from similar contracts).

Clause 6.2.1.1 requires the drafter to provide a reasonable estimate of the number of Help Desk Users. As an example, the draft clause divides users into three categories because it is likely that different categories of user will either require different Services or will use different amounts of individual Services. Where the prospective Help Desk Users are summarised by more or fewer groups not covered by these three categories, drafters should amend the list to describe the user population. Notwithstanding, if there is only one type of Help Desk User, drafters should also amend the clause accordingly.

It may not be feasible to identify the exact number of Help Desk Users and, under these circumstances, it may be more appropriate to identify the maximum number of users in each category (eg, less than, or equal to, 250 Commonwealth operators). Consideration should also be given to describing any forecast changes in user population over the period of the Term, if this is likely. When linked to a Contract (Acquisition), for example, the number of Help Desk Users may vary as more and more items of equipment are delivered under the Contract (Acquisition).

Clause 6.2.1.2 identifies the expected number of service requests to be received by the help desk, which helps to define the scope of work for these Services. The clause may require amendment to suit the specific requirements of the draft Contract.

Clause 6.2.1.3 provides example provisions defining the nature of the help desk Services. It may also be necessary to identify particular Services for each individual category of Help Desk User (eg, users versus group coordinators or operators versus maintainers, where it makes sense to provide the tenderers and the Contractor with a better understanding of different aspects of scope). Drafters should amend the clause accordingly.

Clause 6.2.1.4 requires the drafter to insert the governing plan for the help desk Services, which could either be a stand-alone Operating Support Plan (OSP) or the Support Services Management Plan (SSMP). A stand-alone OSP could be warranted where the total scope of Operating Support Services is likely to be significant enough that more detail is required than would be provided through the SSMP. Alternatively, a help desk plan or ICT support plan (eg, covering help desk and systems administration) could be specified, which may require an appropriate DID to be developed by the drafter or the extant OSP DID to be tailored.

Clause 6.2.1.5 identifies the mechanisms by which the help desk may be contacted by the Help Desk Users. Generally, this clause should be reviewed but, in many cases, will not require amendment by drafters.

Clause 6.2.1.6 requires the drafter to insert the standard hours of operation. This clause may need to be amended if Services are to be provided in multiple locations for which differing time zones and/or differing hours of operation apply.

There is no need to specify different requirements for help desk support in order to address changes in the level of demand that occur during standard hours specified in clause 6.2.1.6. The Contractor will determine the appropriate level of resources should the standard hours extend beyond ‘business hours’. However, additional clauses are required if the scope of Services changes outside of the standard hours, and two options are included at clauses 6.2.1.7 and 6.2.1.8 to address these potential changes.

Option A (clause 6.2.1.7) is an example whereby the Services provided outside of standard hours are reduced to only require the help desk to respond to service requests for class 1 Failures (as described in Table 1) – other service requests would not be actioned until standard hours resume. Option B (at clause 6.2.1.8) provides an option for help desk Services to be increased outside of the standard hours and during periods of Surge (refer SOW clause 3.2.4) – that is, for services over and above and those services provided for class 1 Failures through Option A. The clause assumes that the same level of effort will be required during periods of Surge; however, if this is not the case, drafters should amend the clause accordingly. Drafters may include both Options A and B, include either one, or delete both, depending on the help desk Services required.

If the price for the effort during Surge (Option B) can be defined in advance (eg, on a weekly basis), then Task Priced Services may be a suitable mechanism to use to enact this requirement. Alternatively, if the scope of effort during periods of Surge cannot be defined in advance, then S&Q Services may need to be used.

Related Clauses/Documents:

DID-SSM-SSMP or DID-OPS-OSP, for management of help desk Services

Draft SOW clause 3.2.4, Surge

Attachment B, for Task-Priced Services and S&Q Services

Optional Clauses: None

6.2.2 Service Request Logging

Status: Optional

Purpose: To provide requirements for the logging of service requests in a service management system to ensure that:

1. there is a traceable history of all help desk activity; and
2. sufficient information is obtained to enable service requests, which cannot be resolved by the help desk, to be properly assessed and actioned by the resolving group(s).

Policy: TBD

Guidance: This clause defines the requirements for logging service requests in a service management system used by the help desk (which may also be used for managing systems administration Services). Drafters should be aware that this clause does not require the logging of other incidents, including Failures, which are not reported by Help Desk Users (although a Contractor would likely log other incidents as part of their work). For this and other reasons, the clause may need to be amended to suit the specific requirements of the draft Contract.

Drafters must firstly determine whether there is a Defence service management system and, if so, whether the Contractor will be provided with access to this system. Drafters should select from the available options accordingly. If the Contractor will be required to use a Defence system, Attachment E will need to reflect the GFM/GFS provided. Drafters will also need to be aware of the obligations for training Contractor staff if a Commonwealth system is mandated. Clause 3.17 of the draft SOW provides the governing provisions for such training.

If the Contractor will be required to use a Defence service request logging system, then clause 6.2.2.1 may need to be amended to align with the functionality of this system. Otherwise, drafters should amend this clause to align with the specific requirements of the draft Contract. The optional subclause referring to a knowledge base should only be considered for inclusion when the Contractor will be able to present this information (eg, via a DRN website) to Help Desk Users.

Related Clauses/Documents:

Clause 6.2.4, for Failure Classifications.

Draft SOW clause 3.16, for Mandated Defence Information Systems.

Attachment E, for GFM and GFS.

Optional Clauses: None

6.2.3 Service Request Assignment

Status: Optional

Purpose: To provide requirements for the assignment of service requests that cannot be resolved by the help desk.

Policy: TBD

Guidance: Where a service request cannot be resolved directly by the help desk, the request will need to be ‘escalated’ or referred to other parts of the Contract (eg, to be resolved by ICT systems administration under DSD-MNT-SA) or escalated to the Commonwealth or an Associated Party, such as another Commonwealth contractor. For example, system administration Services may be required to recover data that was accidentally deleted, but those system administration services may be performed by an Associated Party if the scope of help desk Services is limited to the support of a particular Software Product.

The clause includes an initial set of options as to whether a service request will be escalated within the Contractor’s organisation (Option A), or to the Commonwealth Representative or an Associated Party nominated by the Commonwealth Representative (Option B). Drafters should select between these options, depending upon the proposed arrangements.

In some contracts, it may be possible for the Contract to escalate some service requests internally (eg, because the Contractor also provides Software support Services to selected Software Products or provides Maintenance of particular hardware Products), while other requests must be escalated to an Associated Party. In this instance, both options A and B are applicable, and drafters must ensure that SOW Annex A identifies the Products for which service requests are escalated internally and which are not. Clauses 6.2.3.3 and 6.2.3.4 would also need to be amended to accommodate this situation, and proposed alternative clauses are provided under the Optional Clauses heading below.

The clause also includes options for when the Contractor will also be undertaking other Services (ie, escalating the service request internally), including system administration Services, general Engineering Services, Software support Services, and Maintenance Services. Drafters should select from these optional clauses depending upon the proposed scope of work under the Contract.

Where general Engineering Services are required to assist with resolving a service request, drafters should consider amending clause 6.2.3 of DSD-ENG-SERV, Engineering Investigations, to include ‘the provision of technical advice and assistance to address help desk requests from operators and maintainers of the supported Products’, or a similar change to suit the nature of the Contract.

Related Clauses/Documents:

Clause 6.2.4, for Failure Classifications.

DSD-ENG-SW and DSD-MNT-SA, for Software-related changes and systems administration.

DSD-MNT-MGT and DSD-MNT-SERV, for (hardware) Maintenance Services.

DSD-ENG-SERV, for the escalation of service requests that require engineering investigations.

SOW Annex A, if the identification of Products requiring internal escalation versus escalation to another party is required.

Optional Clauses: Alternative clauses to clauses 6.2.3.3 and 6.2.3.4:

Where the Contractor has additional responsibilities under the Contract for a particular Product (eg, as defined at SOW Annex A) to assist with resolving a service request, the Contractor shall escalate the service request to the most appropriate support group within the Contractor’s organisation as soon as it becomes clear that the help desk is unable to resolve the service request itself.

Where the Contractor does not have additional responsibilities under the Contract for a particular Product (eg, as defined at SOW Annex A) to assist with resolving a service request, the Contractor shall escalate the service request to the Commonwealth Representative or to an Associated Party nominated by the Commonwealth Representative as soon as it becomes clear that the help desk is unable to resolve the service request itself.

6.2.4 Failure Classification

Status: Optional

Purpose: To provide for the classification of Failures that are related to service requests processed by the help desk.

Policy: TBD

Guidance: Where a service request identifies the presence of a Failure, the help desk is to classify the Failure in accordance with Table 1 and record this classification in the service request log (refer clause 6.2.2.16.2.2.1j). Notably, this DSD includes processing of service requests that involve Failures but not the actual resolution of the Failures themselves, because this is addressed by escalation to the appropriate party in clause 6.2.3, including by referral to other Services provided by the Contractor.

Table 1 identifies the resolution times for service requests related to Failures, which need to be factored into the service request resolution times under clause 6.2.6. The resolution times in Table 1 are also applicable where the Contractor has responsibility for resolving Failures under other DSDs (eg, DSD-MNT-SA, DSD-ENG-SW and DSD-MNT-SERV). The resolution of a Failure requires the restoration of the system’s functionality to the Help Desk User. This does not necessarily mean that the underlying cause has been resolved. For example, a hardware item may be replaced to resolve the service request, but an engineering investigation (through DSD-ENG-SERV) may be required to investigate a Defect uncovered during the replacement. Likewise, a Software Failure may be resolved by a workaround, but the solution to the underlying problem may require a Software change (through DSD-ENG-SW) that will not be implemented until a future Software release.

Drafters are to review and insert the applicable service request resolution times into Table 1 for the four classifications of Failures. To be effective, drafters need to further develop the definitions for Mission Critical Capability and Non Mission Critical Capability in the Glossary. The applicable service request resolution times must also be inserted into Table 1.

In some instances, for example, a class 1 Failure may need to be resolved in less than one Working Day and table entries may need to be re-phrased in terms of hours or business hours (if business hours are adequately defined). When the help desk supports a range of different types of Products, drafters may also need to make some minor changes to the Failure classification descriptions (eg, class ‘1b’ for data and databases may not be applicable).

Service request resolution times in Table 1 are ‘requirements’ and failure to achieve requirements should be reported. However, actual results are likely to follow a statistical distribution model and specifying singular, fixed resolution times may not be optimal. For example, it is more likely that ‘70% of requests resolved in X hours and 95% resolved in Y days’ would provide a more realistic description of what could be achieved. Drafters should consider the most appropriate way to describe resolution times and amend clause 6.2.4 accordingly.

The service request resolution times in Table 1 could be used as the basis of measurement for a Key Performance Indicator (KPI) (ie, a KPI defined in Attachment P may replace the resolution times in Table 1, depending on the approach taken). A typical KPI would evaluate the achievement of resolution times for each Failure class, and then combine the results into a single score (ie, by multiplying the results for each Failure class by a weighting factor). For example, the average service request resolution time over a Review Period could be compared against the ‘target’ resolution times in Table 1 (eg, 80% of class 1 Failures resolved within two hours (of help desk operation) and 80% of class 2 Failures resolved in 1 day (or eight ‘help desk hours’), etc). Secondly, the achievement in each class of Failure could be weighted to reflect their importance as part of a single calculated result (eg, 50% for class 1, 25% for class 2, 15% for class 3 and 10% for class 4, noting that weighting factors must add up to 100%). Such KPIs require rules to manage scoring when a service request is escalated or referred to an Associated Party, rather than being directly resolved (noting that default rules are included in clause 6.2.6). Whatever KPI is chosen, the drafter must ensure consistency between the definitions in Table 1, the definitions in the Glossary, and the KPI definition(s) in Attachment P.

Although Table 1 only has a single column for service request resolution times, additional columns may be added for different priority levels (eg, high priority for deployed units and routine priority for everyone else). When some service requests must be resolved by the Contractor (eg, through DSD-MNT-SA) while others will be escalated to Associated Parties (refer clause 6.2.5), another column may be added for internal service request resolution versus those escalated and referred to another party. As above, such details may also be factored into KPIs, when used.

Where there is an established failure-severity / priority classification system for the ICT system or organisation, drafters should consider amending the DSD to align with the existing regime.

Drafters should be aware that the Failure class and service request resolution times are explicitly referenced from DSD-MNT-SA (if Failure resolution is achieved through referral to systems administration), and any changes to Table 1 should be coordinated and consistent with the requirements for this other DSD.

Optional clauses 6.2.4 to 6.2.7 inclusive (for use when the Contractor also has responsibility for resolving Failures) provide rules as to when a Failure may be considered resolved and, therefore, whether or not a service request may be closed.

Related Clauses/Documents:

DSD-MNT-SA, ICT Systems Administration.

Attachment M, Glossary, for definitions of Mission Critical Capability and Non Mission Critical Capability.

Attachment P, Performance Assessment, if the resolution of service requests will be assessed using KPIs.

Optional Clauses: None

6.2.5 Service Request Resolution

Status: Core

Purpose: To define the resolution conditions applicable to help desk service requests.

Policy: TBD

Guidance: This clause defines the conditions related to the resolution of service requests (subsequent actions are then required to close the service request). The clause covers three main aspects, service requests not related to a Failure, service requests related to Failures, and the ability for the Commonwealth to review and possible re-opening of service requests that the Contractor has stated as having been resolved.

Clause 6.2.5.1 defines the criteria for the resolution of service requests not related to a Failure, being either confirmation that the request has been resolved by the Contractor through the help desk or other Services, or by escalation (referral) to an Associated Party for resolution, when the issue is outside the scope of the Contractor’s responsibility. The Associated Party may be a Defence organisation such as a network help desk, or another contractor such as the OEM.

Clause 6.2.5.2 defines the criteria for the resolution of a service request that involves a Failure. This is similar to the preceding clause but takes into account the Failure classifications and the potential for workaround solutions to resolve service requests even though the actual Failure may be resolved separately (eg, via a Software change in the longer term).

Clause 6.2.5.3 confirms that if the responsibility for resolving, or implementing the solution to, the service request lies with the Contractor then escalation to another part of the Contractor’s organisation (including subcontractors) or Associated Party does not mean that the service request is resolved or closed (but the Contractor, in accordance with clause 6.2.6, will not be responsible for the time taken for an Associated Party to resolve the service request).

Clauses 6.2.5.4 to 6.2.5.6 describe the Commonwealth’s ability to review and re-open any service request that was given a status of ‘resolved’ or ‘closed’ but the Commonwealth determines that the issue was not satisfactorily resolved.

Related Clauses/Documents:

DSD-MNT-SA, ICT Systems Administration.

Attachment P, Performance Assessment, if the resolution of service requests will be assessed using a KPI.

Optional Clauses: None

6.2.6 Service Request Resolution Times

Status: Optional

Purpose: To define the resolution times applicable to help desk service requests.

Policy: TBD

Guidance: This clause states, in absolute terms, the time limits for service request resolution times and how the escalation of service requests is handled when calculating resolution times. If a KPI (defined in Attachment P) is used to measure Contractor performance with respect to service request responses and resolution, then these clauses may not be required. If the clauses are not required, then the heading should be retained and the clauses replaced with a single ‘Not used’.

Drafters need to specify the service request resolution times in clause 6.2.6.2. These resolution times also need to be established in due consideration of the closure criteria defined in clause 6.2.6.

An OPM (specified in Attachment Q) could be used to monitor performance; however, such an approach would still generally require the service request resolution times to be specified using this clause (eg, where the OPM is the average of the service request resolution times).

Definition of resolution times, in absolute terms, will not suit all contracts and percentage completion rates may be preferred for service requests that do not involve a Failure / incident (eg, 90% complete within two hours and 100% complete within eight hours). This approach can discourage help desk staff from escalating service requests to ‘buy time’, but it requires reliable data to specify effectively. Drafters of contracts using this approach (ie, percentages) would replace clauses 6.2.6.2a and b accordingly.

If some or all service requests will be escalated to the Commonwealth organisation or an Associated Party, then drafters should retain clause 6.2.6.3 to appropriately define the effect on the calculation of service request resolution times. If all escalations from the help desk will be managed internally by the Contractor, then this clause can be deleted.

In all cases when this clause is used, drafters must check overall consistency for help desk Services, particularly in relation to the times for Failure-related service request resolution times in Table 1 under clause 6.2.4.

Drafters need to specify the service request resolution times in clause 6.2.6.2. These resolution times also need to be established in due consideration of the closure criteria defined in clause 6.2.7.

Related Clauses/Documents:

Clause 6.2.1, for help desk contact methods and operating hours.

Clause 6.2.4, for consistency with Failure-related resolution times.

Clause 6.2.7, Service Request Closure.

DSD-ENG-SW, DSD-MNT-SA, DSD-MNT-SERV and DSD-ENG-SERV, where applicable to the escalation of service requests.

Optional Clauses: None

6.2.7 Service Request Closure

Status: Optional

Purpose: To define the requirements / conditions for the closure of service requests.

Policy: TBD

Guidance: This clause states the requirements to be met for a help desk service request to be closed and includes the requirement for the Contractor to seek feedback from the Help Desk Users to ascertain whether or not they are satisfied with the support provided through the help desk.

Where this feedback indicates that the user is unhappy with the Service, the Contractor is required to advise the Commonwealth Representative and to take the necessary steps to remedy the situation. If the feedback is sufficiently poor, the Commonwealth Representative can request the Contractor to raise a Remediation Plan in accordance with clause 6.12 of the Conditions of Contract (COC).

This clause also acknowledges that, in some cases, Help Desk Users may not respond to the help desk when seeking to close a service request. In these cases, and after reasonable effort has been made, the Contractor can seek the agreement of the Commonwealth Representative to close the service request.

Drafters are required to insert the applicable percentage of service requests for which the Contractor must seek feedback. Typically, this would only be a sample of all service requests as a method of Validating the quality of the Services received.

Drafter should note that user feedback is generally not suitable for use in KPIs due to the subjective and inconsistent nature of individual user assessments.

For some Contracts, it may be necessary to define additional criteria for closing service requests. For example, a help desk may provide support to Defence units that are performing equipment Maintenance (eg, a technical support desk). For these types of situations, Failures are the most common reason for help desk service requests; however, resolution of a Failure is often outside of the Contractor’s control. Instead of the help desk service request being closed when the equipment has been fixed, the service request may be considered completed after the originator has received advice regarding, for example, how to handle the Failure (subject to no follow-up request) or after an applicable spare parts order has been placed. Where additional criteria are required to fully define when service requests can be closed, clause 6.2.7 should be amended accordingly.

Related Clauses/Documents:

COC clause 6.12, for Remediation Plans.

Optional Clauses: None

Detailed Service Description

1. DSD NUMBER: -
2. TITLE: Help Desk Services
3. Description and Intended Use

This DSD describes the help desk Services to be provided by the Contractor to assist operators and maintainers of the Products for which this support is required, as identified in this DSD.

The Commonwealth uses this DSD to define the range and scope of work related to help desk Services required under the Contract.

The Contractor uses this DSD to identify the work requirements and Commonwealth interfaces associated with the help desk Services required under the Contract.

1. INTER-RELATIONSHIPS

This DSD forms part of the SOW.

Note to drafters: Amend the following clause to suit the scope of the Services.

This DSD shall be undertaken in conjunction with DSD-MNT-MGT and DSD-MNT-SERV for the management and conduct of hardware Maintenance.

This DSD shall be undertaken in conjunction with DSD-MNT-SA for system administration Services.

This DSD shall be undertaken in conjunction with DSD-ENG-SW to effect Software change, including corrections, enhancement and adaptations.

1. Applicable Documents

The following documents form a part of this DSD to the extent specified herein:

Note to drafters: Edit the list of documents in the table below to suit the requirements of this DSD (ie, include the relevant references that are applicable to help desk support). Do not include reference to Defence policies unless the obligations for contractors are explicitly set out in the referenced policy; otherwise, these types of documents can be open to interpretation within a contract.

|  |  |
| --- | --- |
| 1. AS ISO/IEC 20000-1 – 2018 | 1. *Information Technology – Service Management – Part 1: Service management system requirements* |

1. Service Description
   1. Introduction
      1. Scope of DSD

Note to drafters: Select from the following options, depending upon whether or not the Products requiring help desk Services will be identified in SOW Annex A. Refer to the guidance for further information.

|  |
| --- |
| Option A: For when the systems and equipment for which help desk Services will be required will be identified in SOW Annex A.  The Contractor shall provide help desk Services, as described in this DSD, for the Products listed in Annex A to the SOW for which these Services are annotated as required.  Option B: For when the systems and equipment for which help desk Services are required will be identified in this DSD.  The Contractor shall provide help desk Services, as described in this DSD, for the […INSERT NAME OF SYSTEMS / EQUIPMENT…]. |

* 1. Services
     1. General Requirements for Help Desk Services

Note to drafters: Amend the following clause to identify the numbers and types of personnel requiring help desk Services. The aim here is to ensure that the tenderers and the Contractor understand the scope of work associated with these Services. Refer to the guidance (above) for additional information.

The Contractor shall provide help desk Services to the following personnel (referred to hereafter as ‘Help Desk Users’):

[…INSERT NUMBER…] of Commonwealth operators;

[…INSERT NUMBER…] of Commonwealth support personnel (eg, maintainers); and

[…INSERT NUMBER…] of third party users.

Note to drafters: Amend the following clause to suit the specific requirements of the Contract, noting that the level of effort required will be used to estimate a Recurring Service Fee. The clause may also need to be modified if the number of service requests is likely to change during periods of Surge (eg, subject to clause 6.2.1.8).

The expected number of service requests to be received by the Contractor is:

no more than one service request per Help Desk User per month for the first year after OD; and

no more than one service request per Help Desk User per quarter for the second and subsequent years after OD through to the end of the Term.

Note to drafters: Amend the following clauses for the range of help desk Services required.

The Contractor’s help desk shall provide the following range of Services in relation to the Products identified at clause 6.1.1:

provision of advice and direction to Help Desk Users on matters relating to:

the function and performance of the systems and equipment, including firmware and Software;

issues, problems and incidents with respect to the operation of the identified Products;

Maintenance procedures being employed by Help Desk Users;

availability of, and delivery lead-times for, RIs and Non-RIs; and

coordinating, and assisting with, Commonwealth requests for vendor and/or third party support;

Note to drafters: Amend the following subclauses for the scope of the required knowledge base. If a knowledge base is not required, then delete the subclause.

development and maintenance of a knowledge base that enables Help Desk Users to access self-help resources and assists help desk operators to apply work-around solutions that address known problems;

coordination of Maintenance Services provided to Help Desk User locations, as requested by the Commonwealth;

provision of advice and status information to Help Desk Users in relation to Maintenance administration, including such aspects as:

warranty; and

spares and repair parts analysis, predictions and monitoring;

provision of advice and direction to Help Desk Users in relation to user administration (eg, account management and password resets); and

referral of service requests, which are unable to be resolved by the help desk, to other functional areas within the Contractor’s organisation, Associated Parties or the Commonwealth, as applicable, for further action.

Note to drafters: If only a portion of the Applicable Documents listed in clause 5 are applicable, then the following clause should be modified to ensure that only those applicable portions are mandated on the Contractor. Also, select the applicable plan, depending upon the governing plan for Operating Support Services, as defined in the body of the SOW. If there are no applicable documents, then the following clause should be deleted.

The Contractor shall provide help desk Services in accordance with the applicable documents listed in clause 5 of this DSD, as tailored by the Approved […INSERT 'OSP' OR 'SSMP'…].

The Contractor shall provide a free-call phone number, e-mail address, and self-service portal for use by the Help Desk Users to correspond with the Contractor’s help desk.

The Contractor help desk Services shall be provided between […INSERT TIME…] and […INSERT TIME…], Eastern Standard Time / Eastern Summer Time, as applicable (‘standard hours’).

Note to drafters: The Contractor will determine help desk resources for different times of the day. Additional clauses for outside of standard hours of operation are only necessary if the scope of the required Services changes. Option A provides an example for a reduced level of Services. Option B allows for the full scope of Services outside of standard hours, during periods of Surge. Either or both options may be selected and tailored or deleted.

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| Option A: For when help desk Services will be provided outside of standard ‘office’ hours, at a reduced level of service.  The Contractor shall provide help desk Services outside of the standard hours for responding to and resolving service requests classified as class 1 in accordance with Table 1. These help desk Services shall be accessible by the free-call phone number provided in accordance with clause 6.2.1.5.  Option B: For when help desk Services will change during periods of Surge. Select Task Priced Services if a price can be identified in advance (eg, for additional help desk Services per week or month) or S&Q Services if the additional effort cannot be priced in advance.  During periods of Surge, the Contractor shall provide additional capacity for help desk Services outside of the standard hours defined in clause 6.2.1.6 as […INSERT 'Task Priced Services' OR 'S&Q Services'...].  The Contractor shall provide all facilities and assistance reasonably required by the Commonwealth in order for the Commonwealth to access the Contractor’s help desk knowledge base for the duration of the Contract. |

* + 1. Service Request Logging

Note to drafters: Edit the following clause to suit the specific requirements of the Contract.

The Contractor shall maintain a record, in a help desk service management system, of each service request, including:

a unique reference number;

service request categorisation (eg, by Configuration Item or by function);

date and time when the service request was made;

name and/or other identification, department, phone, and location of the person and/or group making the request;

method of notification (eg, telephone, automatic, e-mail, or in person);

contact details (eg, name, department, phone, and location) of the user, where the user is different to the person and/or group making the request;

call-back method (eg, telephone or e‑mail);

description of the service required or the symptoms being experienced by the Help Desk User, as applicable;

related Software and/or hardware Configuration Item(s);

where the service request indicates the presence of a Failure:

the Failure class (determined in accordance with clause 6.2.4); and

known problem(s), error(s), and workaround(s) related to the Failure;

where the service request is not related to a Failure (eg, to modify ICT user accounts or to relocate ICT equipment), details of the:

urgency (ie, how quickly a resolution is needed), including any requested resolution timeframe;

impact on the Help Desk User(s); and

prioritisation (eg, based on urgency and impact);

support group and/or person to which the service request is allocated;

where a service request has been escalated to an Associated Party (in accordance with clause 6.2.3), details of the referral;

a summary of the activities undertaken in response to the service request including actions taken to resolve a Failure (when applicable);

service request status (eg, active, pending, escalated, resolved or closed);

service request resolution date and time;

service request closure category; and

service request closure date and time.

Note to drafters: Select from the following optional clauses A (including A-1 and A-2) or B, based on whether or not the Contractor will be provided with on-line access to a Defence service request logging system. If a Contractor will be provided access, select clause A-1 and update the Attachment E if the system is provided for their exclusive use, or clause A-2 for shared use (shared with Defence staff or another contractor).

Training in Defence information systems is addressed in clause 3.16.1 of the SOW.

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| Option A: For when the Contractor will be provided with on-line access to a Defence service management system for logging service requests. The name of the system must be inserted into the applicable clauses below as well as the title of any governing plan or procedure(s) that describes how to use the system.  The Commonwealth shall provide the Contractor with on-line access to the […INSERT NAME OF SYSTEM / SOFTWARE…], for the purposes of undertaking clause 6.2.2.1.  Without limiting clause 11.10 of the COC, the Contractor shall use the […INSERT NAME OF SYSTEM / SOFTWARE…] in accordance with […INSERT NAME OF SYSTEM / SOFTWARE MANAGEMENT PLAN / PROCEDURES…].  Option A-1: For when the Contractor will be provided with hardware and Software for a Defence service management system used for logging service requests.  The Commonwealth shall provide the Contractor with terminals and/or interfaces and GFS to support the use of […INSERT NAME OF SYSTEM / SOFTWARE…], as detailed in Attachment E.  Option A-2: For when the Contractor will share access to a Defence service management system for logging service requests.  The Commonwealth shall provide the Contractor with access to […INSERT NUMBER…] of shared […INSERT NAME OF SYSTEM…] terminals at […INSERT LOCATION/TIME DETAILS…]. |

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| Option B: For when the Contractor will NOT be provided on-line access to a Defence system for logging service requests and the Contractor is required to implement a system.  The Contractor shall implement a service management system for logging service requests, managing Failures reported by Help Desk Users, and recording the actions taken to meet the requirements of clause 6.2.2.1.  The Contractor shall provide all facilities and assistance reasonably required by the Commonwealth in order for the Commonwealth to access the Contractor’s service management system for the duration of the Contract. |

The Contractor shall maintain detailed records of all service requests and resolution activities conducted. Such help desk records are to be archived by the Contractor in accordance with the processes and timeframes specified in the Approved […INSERT 'OSP' OR 'SSMP'…].

The Contractor acknowledges and agrees that access to its archived help desk records may be required by the Commonwealth for auditing and investigation purposes.

When requested by the Commonwealth Representative, the Contractor shall pass all help desk records to the Commonwealth within five Working Days of the request (or other timeframe agreed between both parties).

* + 1. Service Request Assignment

The Contractor shall promptly investigate and perform diagnosis in order to understand the nature of each service request and to determine an appropriate response.

The Contractor shall not delay corrective action or the provision of a workaround solution, wherever practicable, due to the need for investigation and diagnosis.

Note to drafters: Select from Option A or B below, depending upon the arrangements in place for resolving service requests that are beyond the capability of the help desk to resolve. In some cases, both options may be applicable and drafters should refer to the guidance for addressing this situation.

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| Option A: For when a service request will be escalated within the Contractor’s organisation.  The Contractor shall escalate a service request to the most appropriate support group within the Contractor’s organisation as soon as it becomes clear that the help desk is unable to resolve the service request itself.  Option B: For when a service request will either be escalated to the Commonwealth Representative (eg, when resolution will be organised by the Commonwealth Representative using an Associated Party) or when coordination will be required with an Associated Party (eg, under separate contractual arrangements with the Commonwealth).  The Contractor shall escalate a service request to an Associated Party nominated by the Commonwealth Representative as soon as it becomes clear that the help desk is unable to resolve the service request itself.  For any service request escalated to an Associated Party, the Contractor shall promptly provide any supporting information reasonably required by the Associated Party to enable the service request to be actioned and resolved. The Contractor acknowledges that any such information required by the Associated Party may require the help desk to seek additional information from the Help Desk User who initiated the service request. |

The Contractor shall track the progress of each service request, including for any service request that has been escalated, and keep the initiator of the request informed of escalations and progress until the service request is closed by the help desk in accordance with clause 6.2.6. Ownership of all service requests remains with the help desk until the requests are closed.

The Contractor shall ensure that each service request record is maintained with current information, and a full history of the actions taken, in order to:

facilitate resolution of the service request by the party assigned to do so;

enable the help desk to provide up-to-date feedback to the Help Desk User who initiated the service request; and

facilitate future trend analyses of issues, problems and incidents.

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| Option: For when the Contractor also has responsibility for the provision of system administration Services.  Where a service request indicates the need for ICT system administration Services, the Contractor shall process the request in accordance with the requirements of DSD-MNT-SA. |

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| Option: For when the Contractor also has responsibility for the provision of Software support Services.  Where a service request indicates the need for the Software to be changed, the Contractor shall raise and process a Software Change Request in accordance with the requirements of DSD-ENG-SW. |

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| Option: For when the Contractor also has responsibility for the provision of general Engineering Services.  Where a service request indicates the need for Engineering Services (eg, to undertake an engineering investigation), the Contractor shall process the request in accordance with the requirements of DSD-ENG-SERV. |

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| Option: For when the Contractor also has responsibility for the provision of Maintenance Services for associated hardware Products.  Where a service request indicates the need for Maintenance Services, the Contractor shall process the request in accordance with the requirements of DSD-MNT-MGT and DSD-MNT-SERV. |

* + 1. Failure Classification

Where a service request indicates the presence of a Failure, the Contractor shall classify the Failure in accordance with Table 1.

The Contractor shall ensure that each Failure is fully documented in the help desk service management system to enable:

independent analysis by the Commonwealth, or a third party appointed by the Commonwealth, of the types and frequencies of Failures; and

Failure trends to be established for future use in optimising support arrangements.

The Commonwealth Representative may, in consultation with the Contractor, review and amend the classification of a Failure. In the event of a disagreement between the parties regarding Failure classification, the Commonwealth Representative’s classification shall be final and binding on the parties.

Note to drafters: Table 1 is used as the basis of assigning program-specific resolution times (or KPIs may be defined in Attachment P) when service requests result from Failures, and needs to be tailored to suit program-specific requirements. For example, in some systems, one Working Day to resolve a service request for a Class 1 Failure will not be acceptable. The service request may be resolved by correcting the Failure or escalation. If the Contractor is not responsible for resolving Failures under the Contract (ie, through DSD-MNT-SA and/or DSD-ENG-SW), then resolution will depend on escalation (referral to an Associated Party). If there is more than one priority level for service requests (ie, depending on user rank or unit priority), a second column for higher priority resolution times may be added.

Table 1: Failure Classifications and Resolution Times

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| Class | Applies if a Failure: | Service Request Resolution Time |
| 1 | * 1. prevents the accomplishment of a Mission Critical Capability and no work-around solution (Approved by the Commonwealth Representative) is known; or   2. jeopardises data, database integrity or security for any Mission Critical Capabilities. | 1. Within [... INSERT NUMBER ...] Working Day(s) |
| 2 | * 1. adversely affects the accomplishment of a Mission Critical Capability but a work-around solution (Approved by the Commonwealth Representative) is known; or   2. prevents the accomplishment of a Non Mission Critical Capability and no work-around solution (Approved by the Commonwealth Representative) is known. | 1. Within [... INSERT NUMBER ...] Working Days |
| 3 | * 1. adversely affects the accomplishment of a Non Mission Critical Capability, but a work-around solution is known. | 1. Within [... INSERT NUMBER ...] Working Days |
| 4 | * 1. results in user/operator inconvenience or annoyance but does not adversely affect a Mission Critical Capability or a Non Mission Critical Capability; or   2. results in any other effect. | 1. As part of a designated change |

* + 1. Service Request Resolution

Note to drafters: The following clauses anticipate that service requests may be escalated to an Associated Party. When this is not the case the following clauses will need to be revised. See guidance for further information.

For a service request that is not related to a Failure, the Contractor shall only record the service request as being resolved (but not closed):

once the actions undertaken are confirmed as having resolved the service request (eg, by user confirmation or test); or

when the service request has been escalated to an Associated Party, and the Associated Party has accepted responsibility for the service request and for implementing a solution.

For a service request that is related to a Failure, the Contractor shall only record the service request as being resolved (but not closed);

for a new class 1 or class 2 Failure, once the Commonwealth Representative has Approved the implemented solution or work-around;

for the recurrence of a previously resolved class 1 or class 2 Failure, when a previously Approved solution or work-around has been implemented;

for a class 3 or class 4 Failure, once a solution to the Failure or a work-around has been implemented and confirmed as having restored the applicable functionality; or

when the service request has been escalated to an Associated Party, and the Associated Party has accepted responsibility for the service request and for implementing a solution.

A service request that is escalated to:

another part of the Contractor’s organisation (including to Subcontractors); or

an Associated Party, where implementation of a solution is likely to require action by the Contractor;

shall remain open until the requirements of either clause 6.2.5.1 or clause 6.2.5.2 have been met.

Within 10 Working Days of closing a service request, the Commonwealth Representative may review the solution, including any work-around solution, and if considered necessary reject the solution and notify the Contractor, in writing, of that rejection.

Where the solution to a service request is rejected under clause 6.2.5.4, the service request shall be reopened from the time that the Contractor receives the notice rejecting the solution, and shall remain open until a revised solution is Approved and implemented.

Where a Help Desk User disagrees with the closure of a service request under clause 6.2.7.2 because the issue, or a symptom of that issue, remains unresolved, the service request shall be reopened from the time the Contractor contacted the Help Desk User to close the service request, and shall remain open until a revised solution is implemented.

* + 1. Service Request Resolution Times

The Contractor shall measure resolution times, for service requests, commencing from the time of the Help Desk User’s first contact with the help desk using a method identified in clause 6.2.1.5.

Note to drafters: The following clause should be amended to suit the requirements of the Contract. For example, if there are more than two priority levels then subclause a should be amended. If the resolution times are covered by a KPI, then the following clause may not be required and the clause can be deleted and replaced with ‘Not used’.

The Contractor shall resolve all service requests within the following resolution times:

for service requests that do not involve a Failure, less than or equal to:

for high priority service requests: [... INSERT NUMBER ...] [... INSERT 'minutes' OR 'hours'...];

for routine priority service requests: [... INSERT NUMBER ...] hours; and

for service requests that do involve a Failure, in accordance with the service request resolution times specified in Table 1.

For clarity, the time taken by an Associated Party to evaluate a service request, from the time that the Associated Party accepts responsibility for the service requires until responding to the Contractor with a resolution, shall not be included in the resolution time for the purposes of Table 1.

For clarity, the time taken by the Commonwealth Representative to Approve or reject a solution to a Failure, in accordance with clause 6.2.5, shall not be included in the resolution time for the purposes of Table 1.

The service request resolution times specified in this clause 6.2.6 only elapse during the operating hours of the help desk, as defined under clause 6.2.1.

* + 1. Service Request Closure

Note to drafters: If all service requests will be escalated within the Contractor’s organisation the following clause should not be required and may be deleted.

Where a service request has been escalated to an Associated Party, the Contractor shall only close the service request once the Associated Party has advised that the service request has been resolved, or as otherwise agreed by the Commonwealth Representative.

Where a service request has not been escalated, the Contractor shall, prior to closing the service request:

confirm that the originator of the service request is satisfied with the resolution that has been implemented and agrees that the service request can be closed; or

after three attempts over three days to contact the originator of the service request, without result, seek agreement from the Commonwealth Representative to close the service request.

Prior to closing a service request, the Contractor shall confirm that the service request log is correct, complete and that a full historic record has been captured, including any information from an Associated Party involved with the resolution of the service request.

The Contractor shall determine (in conjunction with Associated Parties, where applicable) if it is likely that the incident causing the service request could recur and whether preventive action is necessary to reduce the occurrence of similar requests in the future.

The Contractor may automatically close service requests of specific categorisations within a pre-defined period subject to:

prior agreement with the Commonwealth Representative; and

this decision being widely publicised so that all Help Desk Users are aware of it.

The Contractor shall carry out a user-satisfaction survey, via e-mail or on-line survey, for [... INSERT PERCENTAGE ...] of service requests and include the results of the surveys with the applicable service request logs.

Note to drafters: Depending upon the significance placed on user feedback surveys, it may be more appropriate to include reporting of this feedback in the CSSR. If this approach is adopted, the DID for the CSSR should be amended and the following clause should be amended to refer to the reporting within the CSSR.

When requested by the Commonwealth Representative, the Contractor shall provide copies of the user-satisfaction surveys to the Commonwealth Representative in the format requested and within five Working Days (or other timeframe agreed between both parties) of the request.

Where user-satisfaction surveys indicate that the Help Desk Users are not satisfied with any aspect of the help desk Services, the Contractor shall promptly advise the Commonwealth Representative and shall take the necessary steps to remedy the situation. If considered necessary by the Commonwealth Representative, the Commonwealth Representative may require the Contractor to submit a Remediation Plan in accordance with clause 6.12 of the COC, in order to address the situation.