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<b>TAXATION AND CUSTOMS UNION DG ITSM</b>		
<b>SUBJECT:</b>		
<b>FQP - Annex 11: Service Desk</b>		
<b>FRAMEWORK CONTRACT # TAXUD/2007/CC/088</b>		

ITSM	REF.: ITS-IFQP-SC04
FQP - Annex 11: Service Desk	VER.: 1.04
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## DOCUMENT HISTORY

Edi.	Rev.	Date	Description	Action (*)	Pages
0	01	06/07/2007	First Draft	I	All
0	02	05/10/2007	Further implementation	I/R	As req.
0	03	08/10/2007	Further implementation	I/R	As req.
0	04	15/10/2007	Draft delivered for information to DG TAXUD	I/R	As req.
0	05	31/10/2007	Draft delivered for information to DG TAXUD	I/R	As req.
0	06	30/11/2007	Further implementation + Implementation of comments received from DG TAXUD. Delivered for information to DG TAXUD	I/R	As req.
0	07	10/12/2007	Further updates	I/R	As req.
0	08	01/04/2008	Further updates	I/R	As req.
0	09	07/07/2008	Consolidation after intermediate deliveries of processes outside of the scope of the FQP document	I/R	As req.
0	10	15/07/2008	Delivered for review to DG TAXUD after internal QC	I/R	As req.
1	00	07/11/2008	Delivered for acceptance to DG TAXUD after implementation of review comments	I/R	As req.
1	01	28/11/2008	Re-delivered for acceptance to DG TAXUD after implementation of remaining comments	I/R	As req.
1	01-01	10/12/2009	Sent for information to DG TAXUD	I/R	All
1	02	01/02/2010	Delivered for review to DG TAXUD after internal QC	I/R	All
1	03	05/02/2010	Re-delivered for review to DG TAXUD after internal QC	I/R	As req.
1	04	22/03/2010	Delivered for acceptance to DG TAXUD	I/R	As req.

(\*) Action: I = Insert R = Replace

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<b>1 - Introduction</b>	<b>ISSUE DATE: 22/03/2010</b>

## **1. Introduction**

This document is an annex to the Framework Quality Plan, deliverable DLV 0.1.1 requested in Specific Contract 04 [A2] under Framework Contract (IT Service Management for DG TAXUD) [A1], Work Package WP.0.1.

This document presents the Level 1 and 3 of the ITSM process FQP - Annex 11: Service Desk; the Service Desk being a function rather than a process, no Level 2 has been designed.

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<b>2 - Reference and Applicable Documents</b>	<b>ISSUE DATE: 22/03/2010</b>

## 2. Reference and Applicable Documents

This chapter presents two lists of relevant programme related documents. They are divided into reference and applicable documents.

### 2.1 Reference Documents

<b>Id</b>	<b>Reference</b>	<b>Title</b>	<b>Date</b>	<b>Version</b>
R1	ITS-IFQP-SC04-Framework Quality Plan	Framework Quality Plan	22/03/2010	1.04
R2	ITS-IFQP-SC04-Annex 9	ITSM Glossary	22/03/2010	1.13

Table 2-1: Reference documents

### 2.2 Applicable Documents

An applicable document is a document which content is binding for a contractor no matter what is mentioned in this FQP.

<b>Id</b>	<b>Reference</b>	<b>Title</b>	<b>Date</b>	<b>Version</b>
A1	TAXUD/2007/CC/088	Framework Contract	04/05/2007	N/A
A2	TAXUD/2007/DE/113	Specific Contract 04	30/06/2008	N/A
A3	QAC-SC01-FQP_TEM	Framework Quality Plan Template	N/A	1.01

Table 2-2: Applicable documents

<b>ITSM</b>	<b>REF.: ITS-IFQP-SC04</b>
<b>FQP - Annex 11: Service Desk</b>	<b>VER.: 1.04</b>
<b>3 - Terminology</b>	<b>ISSUE DATE: 22/03/2010</b>

### **3. Terminology**

#### **3.1 Abbreviations and Acronyms**

A list of the abbreviations and acronyms used in the context of the ITSM Programme, and more specifically for this document is provided in Annex 9 ITSM Glossary [R2].

#### **3.2 Interface with DG TAXUD**

Where there is a non-specific reference to DG TAXUD, Directorate General Taxation and Customs Union DG or other similar descriptions, it means that the interface can be with any one of the following business threads of DG TAXUD:

- DG TAXUD A4/CPT;
- DG TAXUD A4/ISD;
- DG TAXUD A4/APM;
- DG TAXUD A3/TAX;
- DG TAXUD A3/Exc;
- DG TAXUD A3/CUST;
- DG TAXUD A3/LISO.

Where it is intended that a reference is to a specific business thread, one of the business threads above shall be stated.

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## 4. TSM Process model

### 4.1 Level 0: Process flows

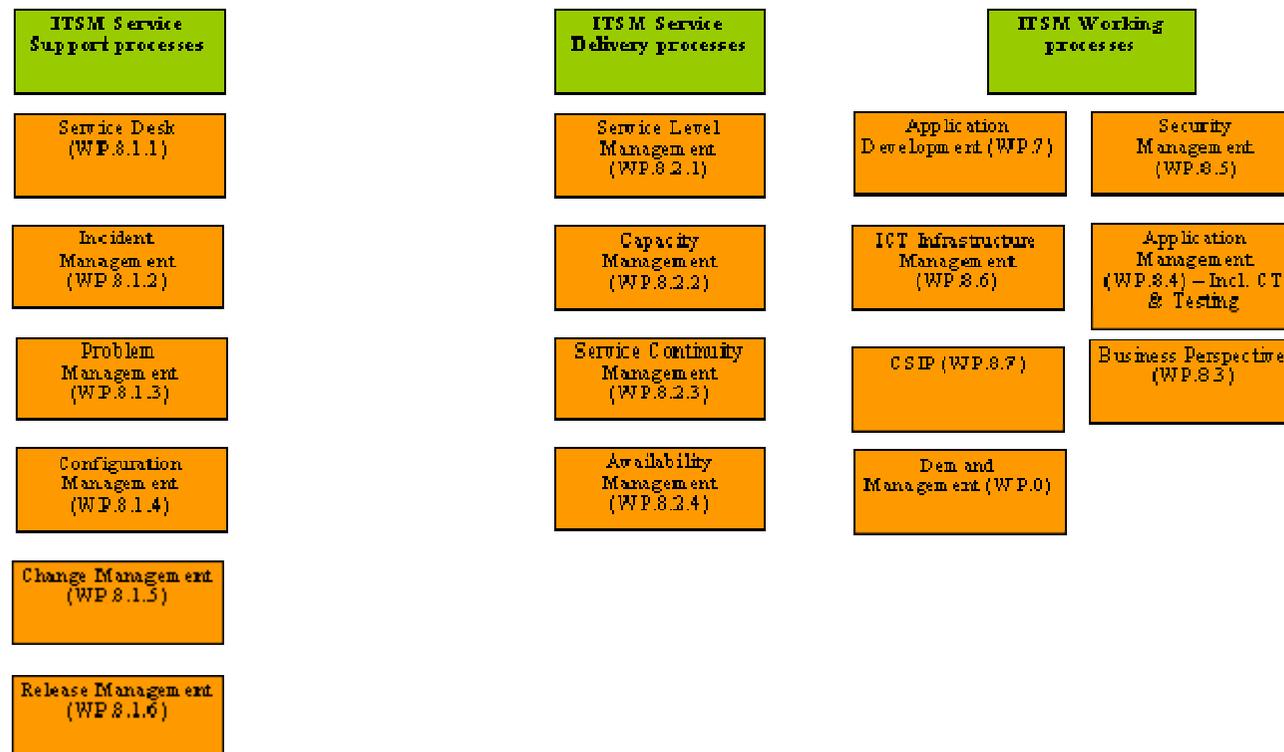


Figure 4-1: ITSM Process Model

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## 4.2 Level 1: Service Desk

A Service Desk is a primary IT capability called for in IT Service Management (ITSM), as defined by the Information Technology Infrastructure Library (ITIL). It is intended to provide a Single Point of Contact (SPOC) to meet the communications needs of both users and IT and to satisfy both customer and IT provider objectives.

The Service Desk being a function rather than a process in ITIL terms, only a Level 1 and a Level 3 will be presented; no Level 2.

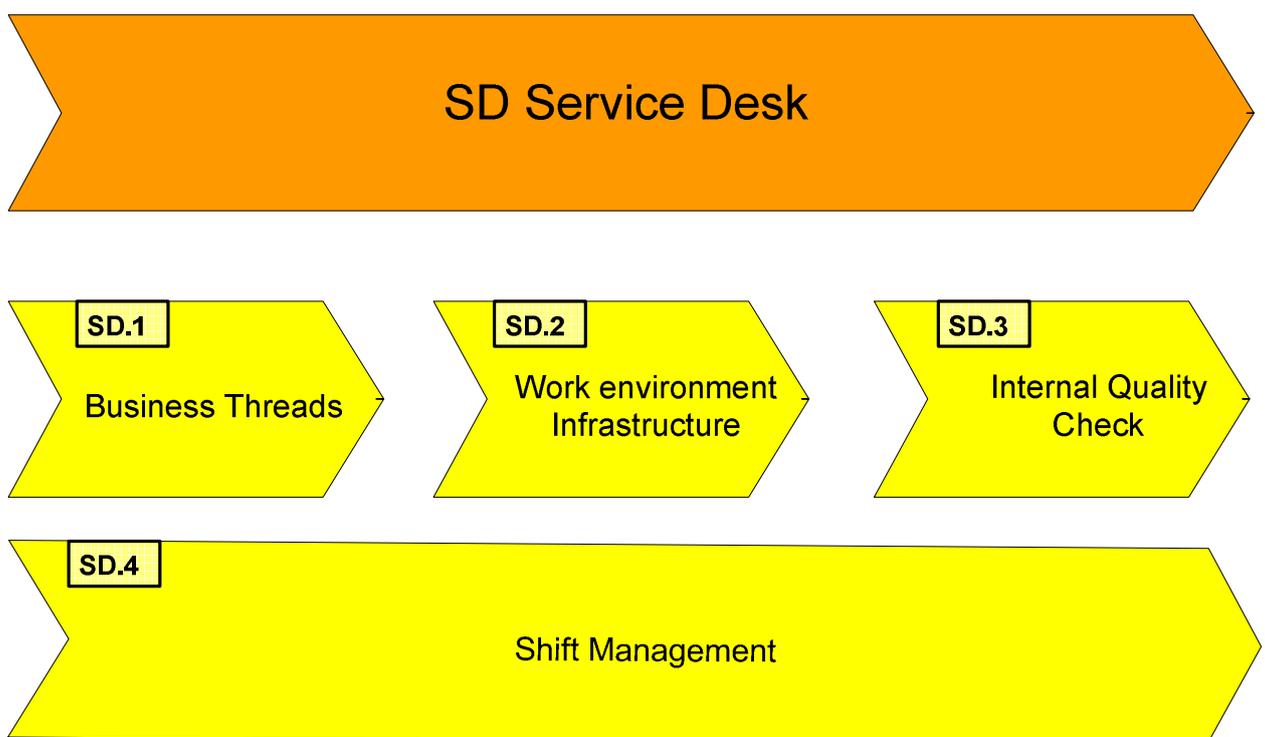
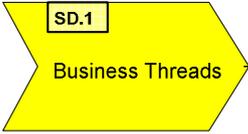
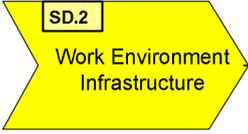


Figure 4-2: Service Desk function

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### 4.3 Level 3: Service Desk

Procedure	
	<p><b>SD.1 Business Threads</b></p> <p>The attention remains on the availability of capabilities for supporting the different Business Threads and addressing their specificities. Appropriate management of the knowledge of the resources guarantees a continuous level of support of the various environments.</p> <p>For each Business Thread (ITSM, Tax, Exc and Cust), an internal team of SDO's is allocated and an Incident Leader per thread is nominated; he/she is the expert in his/her own thread, and acts as reference points for all SDOs. The ITSM Thread is managed by the whole team.</p>
	<p><b>SD.2 Work Environment Infrastructure</b></p> <p>The main objectives of the SD are to:</p> <ul style="list-style-type: none"> <li>• Provide a Single Point of Contact to the users;</li> <li>• Facilitate the restoration of normal operational service with minimal business impact on Customer within agreed Service Levels and business priorities;</li> </ul> <p>Therefore, the setting-up of the necessary office infrastructure in the ITSM premises is crucial, as well as the organisation of a dedicated team. This infrastructure complies with the office automation in line with the project's needs.</p> <p>The Service Desk is available in English, French and German. This means that the SD users can send their requests in one of these three languages.</p> <p>The Service Desk is on service from 7:00 to 20:00 CET every Monday to Friday except on 25/12 and 01/01.</p> <p>Services of the ITSM Support team are available to the Service Desk Users that are listed hereafter:</p> <ul style="list-style-type: none"> <li>• Member States Administrations users and IT managers;</li> <li>• Accessing countries users and IT managers;</li> <li>• DG TAXUD users ;</li> <li>• Developer teams;</li> <li>• CCN/TC;</li> <li>• Any other 3<sup>rd</sup> party to DG TAXUD;</li> <li>• Members of the different ITSM Teams (Service Desk, Application Management, Business Monitoring, ITSM</li> </ul>

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testing, ITSM Monitoring, ITSM Infrastructure) (e.g. when during the monitoring activities the applications are down or do not function properly).

For setting up the Service Desk, ... has set up a dedicated, secured office space in Athens. This is located at:

Access to the office space is restricted using controlled access with badge-reader.

Currently, 17 desks are configured with PCs, monitors and VPN connectivity to the ITSM secure network. From this secure VPN, access to DIGIT is possible via a token that enables a secure connection with DIGIT. The access to the ITSM e-mail server, ITSM Web Portal, and CCN/TC portal is enabled on the VPN. Each user has an e-mail account and an active directory entry on the ITSM domain. Each SDO has the necessary rights to view the central 'support' mailbox of the SPOC. Each SDO has the necessary rights to access any e-mail received in the support mailbox. Furthermore, the SD has access to open and follow-up incidents in IRMA via a VPN connection.

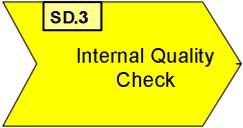
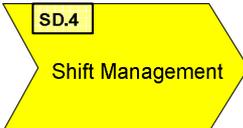
In addition, ... will ensure that additional space will be available to allow the allocation of additional places when new staff is allocated to the project. Each time a new member joins the project team, an established procedure is activated to provide necessary office space, computing equipment and communication lines as the ones described above for all every project personnel.

Moreover, a meeting room adequate to accommodate more than 15 persons, with teleconferencing and phone access, is made available to the Service Desk staff.

The following paragraph gives an overview (it must not be considered as an exhaustive list) of the furniture and infrastructure provided for the delivery of Service Desk services within the framework of ITSM; the information is given per individual involved in ITSM and according to his/her profile.

Each Service Desk Operator is equipped with a desk, a chair, a telephone set and unique telephone number, a PC with LCD monitor, mouse, keyboard, and network connectivity to the Juniper VPN switch. Each operator may answer the SPOC telephone directly from his/her telephone. The Juniper secure VPN switch is connected to the Firewall accessing the internet. On the other hand, the secure VPN connections terminate on ITSM Infrastructure gateway. The SDOs open on their PCs a Terminal server window in Athens and access the login on the ITSM' secure network. A virtual desktop is offered to each user and includes access to the ITSM SMT for recording and

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	<p>managing incidents, access to the SDO's e-mail via MS-Outlook on the ITSM Exchange server. Furthermore, SDOs have access via their VPN terminal window to ITSM Publishing Platform, and via a dialler to the DG TAXUD application servers and databases.</p> <p>Each Virtual terminal is equipped with suitable applications like MS-Office for document processing, TQS client, Oracle client, Java runtime; all SDOs have access to the ITSM SMT.</p> <p>In addition a fax machine is available to the SD, a printer shared by all SD PCs, whiteboards, and paper boards for briefings and presentations. A VGA overhead projector is also available.</p>								
	<p><b>SD.3 Internal Quality Check</b></p> <p>Continuous Quality Control by internal QC and by the Quality contractor ensures that not only the SLA is monitored against performance to achieve, but also that the quality of the logging of the incidents is verified. Role of internal QC is not only to chase incidents that could miss the SLA, but also to push incident owners (resolver) whenever necessary according to the priority and the delay.</p>								
	<p><b>SD.4 Shift Management</b></p> <p>Shift management ensures that all the knowledge (Business Thread specific), languages and roles are present at all time to allow a swift and consistent level of support across the whole opening windows.</p> <p>All communication addressed directly or indirectly to the SD by all registered users must be recorded in the ITSM SMT, and adequate handling of the incident must be done.</p> <p>The SD team currently consists of 15 at this time.</p> <p>The roles distribution is shown in the table below:</p> <table border="1" data-bbox="544 1503 1078 1697"> <thead> <tr> <th>Position</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>ITSM SD Manager</td> <td>1</td> </tr> <tr> <td>Senior Support Expert</td> <td>3</td> </tr> <tr> <td>Support Expert</td> <td>11</td> </tr> </tbody> </table> <p>Table 4-1: Roles distribution within the SD</p> <p>The positions of the Support experts table above are defined according the seniority of the Support experts. These persons share one or more roles (or responsibilities) in the Service Desk Management process. The responsibilities of the SD team are distributed according to the following tasks:</p> <p><b>E-mail dispatching:</b> A task that runs during the whole opening time of the SD. All teams monitor the e-mails received in the</p>	Position	Amount	ITSM SD Manager	1	Senior Support Expert	3	Support Expert	11
Position	Amount								
ITSM SD Manager	1								
Senior Support Expert	3								
Support Expert	11								

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inbox of the ITSM Support and handle them within their own thread sub-folder. (ITSM, Tax, Exc and Cust) one for CCN/TC and one for internal incidents (referring to ITSM internal incidents not relating to the customer environment). Some additional subfolders have also been created to be used as a repository for such items as Undeliverable, quality issues and ITSM/DG TAXUD general correspondence.

**Incident Handling:** For each Business Thread (ITSM, Tax, Exc and Cust); an internal team of SDO's is allocated. Each team (except ITSM) has a Team leader. These leaders see the incoming e-mails in their respective folders and open new incidents or follow-up existing ones in coordination with the other team members. The SD logs incidents in the ITSM SMT, a Web based application called ITSM SMT.

**Infra Team:** During the operations of the Service Desk, a number of issues need to be coordinated with ITSM Infrastructure. These relate to the set up and configuration of Virtual Workstations, Connectivity of the SD PCs via the secure VPN, changes in these configurations, supervision of the bandwidth and escalation of connectivity failures, as well as provision of appropriate information to Infra on outages and re-establishing connections. This team is also involved in performing changes to the local infrastructure of the SD.

**ITSM SD Manager Duties:** He/she assigns and coordinates the tasks to be performed by the team members, provides reports to upper management, communicates the results of the bi-weekly conferences, documents and updates procedures to improve quality of service. Escalates operational issues to management. Alerts users on repeated errors, allocates training to team members. Communicates the management decision to the team, performs appraisals.

**QC tasks:** Check incidents logging and performs corrections on findings. Process the lists of comments/remarks received by the Quality contractor and communicate the findings to the SD Manager.