

Fact Sheet

Fifosys Service Desk Prospectus

On the Fifosys Service Desk there are real, live people, who pick up the phone when you call or answer your emails. People who are not call centre operators, but highly qualified engineers, fully capable of either dealing with your incident or enquiry themselves or knowing where to direct it if a more specific level of expertise is required. They'll be responsible for tracking your enquiry to the right resolution. The Fifosys Service Desk will become the single point of contact for all your IT support needs. Below is an outline of the key services provided by the Fifosys Service Desk.

Security

Provide effective security practices to secure the data network. Some of these practices include the following:

- > Firewall policy management
- > Internet filtering
- > Desktop management
- > Server data security
- > Locking down of publicly accessible workstations
- > Penetration and Vulnerability testing

Data backup and restoration

Data stored on the network is backed up daily and can be restored with a few hours of notification to IT. Some of the data backup services provided are:

- > Backup jobs monitored for success and failure
- > Backup tapes taken off site
- > Data integrity checks

Server management and support

Servers are administered, managed and maintained throughout the network. Services provided include the following:

- > Maintenance of the operating system
- > Patching and updating of the operating system
- > Ensuring correct resources are allocated for networking
- > Change management processes
- > Server applications are maintained and administered
- > Climate control for the server room and equipment it contains.

Data Communications

The data communications are controlled and monitored for efficiency and reliability. These services include:

- > Fault reporting to suppliers
- > Maintenance of the Local Area Networking equipment
- > Maintenance of the Wide Area Networking equipment
- > Patching of data and voice connections
- > Ensuring connectivity reliability
- > Name resolution services

Desktop Management

Management and maintenance of client desktops with regards to the following items

- > Update and patch deployment to PC's
- > Hardware and software installations
- > Hardware and software repairs

Disaster Recovery

Service Desk can employ services to ensure some levels of business continuity in the event of a disaster. These services include:

- > Offsite data storage
- > UPS for critical devices and servers

Fact Sheet

Telecommunications

Telecommunications are maintained by the Service Desk. Services that are offered to the business in this area are:

- > Voicemail
- > Phone diverting
- > External call flow systems
- > Call recording
- > Updating the internal phone directory on the intranet
- > Maintenance of the index system
- > Vendor management
- > Purchasing of new telecoms equipment
- > Maintenance of the phone invoicing system
- > Call logging
- > Distributing call costs to the business units
- > Phone Reporting
- > Call flow programming, Voicemail programming

Data Storage

Maintain and monitor data that is stored on the network servers

- > Ensuring enough drive space is available for data storage
- > Increasing data storage where necessary
- > Ensuring data is available and being delivered efficiently
- > Disk Quota management

Office Moves

Helping co-ordinate staff relocations within offices from an IT perspective. This includes the following items:

- > Planning and arranging installation of new data and phone points
- > Arranging new floor access data equipment
- > Physical move of IT equipment

Hardware/Software Procurement

The purchase of IT hardware and software for business units is done through the IT Procurement Team. If the business unit requires a new pc, any additional peripherals, software etc we will purchase this and charge it back to the business unit. This includes software and hardware evaluation for the business.

License Management

Fifosys Service Desk manage the licenses required to run the software utilised for the data network. It is essential that the business meets all legal requirements for the software we run on our systems. This service includes the following

- > Purchasing of licenses
- > Maintaining software license agreements
- > Ensuring compliance with legal regulations
- > Ensuring the correct versions of licenses are obtained

Email Services

Service Desk provides email services as documented below.

- > Email connectivity
- > Email server redundancy
- > Email virus scanning
- > Spam blocking
- > Content filtering
- > Distribution list Management

Fact Sheet

Remote access

Service Desk will provide support for users who require remote access who require access to the network as well as any other 3rd party companies. The services offered include

- > Secure data communications
- > Easy/Secure login to the network
- > Reliability of the VPN gateway
- > Root cause analysis for access and speed problems
- > Investigation into congestion and bandwidth constraints
- > Maintenance of the VPN userbase

Virus Protection

Service Desk provides virus software for all servers and workstations at current to prevent any serious virus problems as well as alert the team when an outbreak may occur. This also includes keeping the virus dictionary current to combat new variants.

Day to Day User Support

The Service Desk department provide hands on user support for day to day network problems. This includes the following:

- > Phone support for remote users
- > Remote control software for faster problem resolution
- > Hands on support where required
- > Keeping track of jobs in the service desk application
- > Escalation for urgent jobs
- > New user/email account
- > Build new PC (as required)
- > Assign new handset and extension with voicemail
- > Create any folders and shared required

Hardware Repairs

Repairs for network devices, including servers, workstations, printers, computer components etc are arranged and tested by the service desk department.

Microsoft Network Domain Management

Microsoft network management includes the following services

- > Domain users database
- > Login scripts
- > Domain policies
- > Domain replication
- > Computer and user secure authentication

Internet Connectivity

Internet connectivity is maintained and controlled by the service desk department. The services provided in this area include the following:

- > Router and switch configurations
- > Proxy services for internet logging
- > Fault reporting for internet connectivity
- > Virus and malicious attack controls
- > Statistics for internet usage
- > Contract maintenance

Proactive Management and Monitoring of the network

Constant monitoring of the data network to determine areas of improvement.

- > Server resources monitoring
- > Database services monitoring
- > Email services monitoring
- > Network throughput monitoring
- > Internet usage statistics
- > Phone and Index system