

Client Environment Assumptions for Service Desk Services



Tier 1 Support: Ticket Routing, Definable and Repeatable Issues and Access Control

24x7x365 support team that is always available to answer, resolve or route end-user support needs.

This could include a combination of IT support concepts such as:

- Ticket Routing, Password Resets, Access Control Management
- Definable, Repeatable, Support Processes



End-User Support Services (Includes all Services Defined with the Tier 1 Support Plan)

End User Workstations - Remote Support and Troubleshooting

Hardware and Software Asset Management

Managed Desktop Security Services

Mobile Device Support Services



Server Support Services

Server Management - Services focused on preventative maintenance, issue resolution, monitoring and alerting.

- Server Performance Monitoring
- Server Troubleshooting
- Cloud Infrastructure Management
- Managed Server Security Services



Infrastructure Device Support Services

Firewalls/Routers

Network Devices: Switches, Access Points (Wifi), SANs, Others

Monitored / Alerted IOT Devices



Customer IT Staff Access to Systems and Tools

Access to Remote Monitoring and Management Tools

Access to Centralized IT Documentation and Knowledge Base

Access to Ticketing System