

In taking on support of new services, the Help Desk encourages the use of the service template in the [CIT Service support plan](#) (particularly sections 1 and 9) and the ITSM end user support process service agreement template (once finalized). The following should be included in the support documentation:

Service Description

- Summary description of the service including intended use, who are the customers for this service, any restrictions, limitations, indication of whether the service is a tier 0 or tier 1 service.
- Links to the services pages and documentation on IT@Cornell web site.

General Service Questions and Answers

- Documentation of general questions about the service and the answers expected to be provided by Level 1 support at the Help Desk.

Level 1 Supported End User Tasks and Activities (and user / support documentation)

- A list of end user tasks and activities expected to be supported at the Help Desk and the related “how to” documentation for each (used to answer support questions).
- End user task and activities should follow verb noun syntax (e.g. Log on, Create file, Export link, etc.)
- Note any limitations in supporting a particular task or activity including those that would require escalation.

Escalation

- Define the escalation process and “rules of escalation” for incidents that cannot be resolved at the Level 1 Help Desk support.
- Describe how the Help Desk should respond to customer follow ups on escalated incidents.
- Describe any known situations that should be escalated. Some examples include:
 - Detection of non-operational service status.
 - Any service question not answered in the Level 1 support question / answer documentation.
 - Failure of supported tasks and activities when executed as documented.
 - Request for changes to the service.

Service Levels

- Describe any service levels related to the support of the service. This may be as simple as response times or escalation times.

NOTE: Service owners should work with help desk management to schedule training for Help Desk staff as part of the support migration plan prior to going live with support.