In today's challenging business environment, the organizations that thrive are those with the greatest degree of agility. The HP vision of an adaptive enterprise is that of a company whose systems and processes respond quickly and intelligently to constant change in the economic landscape. A service desk function that streamlines support and reduces productivity-sapping downtime is an important part of an adaptive enterprise.

Providing a single point of contact for all queries and problems, the HP Standard Service Desk gives you an innovative, modular approach to supporting your desktop, mobile, and wireless users. The HP Standard Service Desk is built on a set of standard service components that can be expanded with optional services to meet your specific needs. It brings consistency to the support function while leveraging HP's best-in-class service desk infrastructure, people, and processes to deliver a high-quality solution for supporting your user community. Like all HP managed services offerings, the HP Standard Service Desk applies best practices as defined by the ITIL-based IT Service Management reference model.

Benefits
- Free up IT resources to focus on your company's core competencies
- Improve service response and resolution times
- Reduce support problems that impact end-user productivity
- Transition quickly and easily to a best-in-class service desk with consistent, proven processes
- Reliably predict support costs

Features
- Single point of contact
- Full incident management, escalation, and vendor management
- Support for your entire end-user computing environment, including standard and custom applications
- Optional eSupport functions
- Seamless integration with your IT environment
- 24x7x365 coverage
- Custom scripting capabilities
- Consistent, industry-standard IT Service Management (ITSM) processes to help enable continuous improvement
- Rapid implementation and smooth transition
- HP Account Management Office services for a single point of accountability

The HP Standard Service Desk lets you quickly and cost-effectively augment your IT organization while you improve end-user support for enhanced productivity.
Service overview
The HP Standard Service Desk reduces IT complexity for you and your end users by providing a single point of access for all requests. Designed for clients with multi-faceted support requirements, the HP Standard Service Desk focuses on Level 1–3 support, problem avoidance, and continuous improvement.

HP Standard Service Desk solutions are delivered directly from HP’s world-class Operations Management Centers (OMCs) located throughout North America. Staffed round-the-clock with experienced technical support analysts, HP OMCs have a track record of delivering unparalleled support.

Tailored to meet your unique business requirements, your HP Standard Service Desk leverages our modular solution design for rapid implementation, a shared infrastructure for cost-effectiveness, and proven technologies and processes for effective problem resolution.

Single-point-of-contact technical support
The HP Standard Service Desk takes full ownership of each problem or question from the moment it reaches the service desk through final resolution. Three levels of technical support provide you with prompt, efficient response, regardless of the complexity of issues.

Level 1 support provides logging, triage, dispatch, tracking, and problem resolution. Level 1 support analysts are directly responsible to end users for the resolution of all requests, whether they are resolved at first call, escalated, or referred to a third-party vendor.

Level 2 provides access to a higher level of technical skill for support issues that cannot be resolved at Level 1. Depending on the size and complexity of your infrastructure and your specific support requirements, Level 2 analysts may be dedicated to your service desk.

Level 3 is the ultimate technical resource for your most challenging end-user incidents that cannot be resolved by HP at either Level 1 or Level 2 and require dispatch to a third-party vendor. Usually, these problems require changes to software code, environment, or scripts such as those used by a support group within your organization or a third-party vendor. In some instances, it may be necessary to include the provision of a patch or workaround from the third party, if available, until the next release or update is available.

HP will escalate the incident to the applicable vendor and track and close the incident based upon information provided by the vendor.

Reports
Operational reports keep you apprised of service desk performance. Standard reports include:

- Monthly activity summary including monthly status and trends
- Change Management—Service Request
- Action Plans
- SLO/KPI Report—Month Contacts
- SLO/KPI Report—Month Cases
- Telephone Call Analysis
- Case Management Analysis
- Detail Priority 1 Cases
- Case Distribution by Category
- Administrative Cases
- Service Availability
- Incident Analysis
- Case Aging
- User Satisfaction

End-user ePortal
The ePortal included in the base offering provides end users with an interface to Web-based support applications such as status board and case-tracking via a Web page customized to match your company’s “look and feel.”

Contact Lifecycle Management
Cases reported by users are logged in the HP Contact Lifecycle Management system. Contact management processes span all levels of the Standard Service Desk so that each request for service is addressed and resolved in the timeframe consistent with the stated service levels.
Providing a single point of contact for all queries and problems, the HP Standard Service Desk gives you an innovative, modular approach to supporting your desktop, mobile, and wireless users.

Knowledge Management system
HP analysts access the HP Knowledge Management system to find the best solution to a user’s inquiry, reducing call times and repeat issues.

Customer surveys
Customer satisfaction is a key metric for HP Standard Service Desk delivery. A survey is distributed electronically to end users who receive support to determine their satisfaction with the service level and overall process. By continually measuring customer satisfaction, we maintain a clear focus on this important goal.

Account Management Office (AMO)
The Account Management Office serves as your single point of accountability, so all your needs are appropriately addressed and service activities meet or exceed established performance metrics. Your account manager meets with your assigned contact or interface on a regular basis, working closely with you to assess evolving support requirements and proactively drive improvement of your IT environment.

Optional services
The HP Standard Service Desk can be expanded to include optional services that further enhance the value of your solution.

End-user electronic password reset
This option allows your end users to reset their own passwords through an automated system, which can help cut support costs by reducing calls to the service desk.

eSupport Services
Also called Level 0 support, eSupport Services include tools that enable self-help, self-healing, and proactive problem avoidance, such as:
- Web chat
- User knowledge management
- Electronic password reset
- Auto e-mail solution response
- User initiated self-healing
- Automated self-healing

Why not demand more?
Why not demand more from your service desk? When you deploy the HP Standard Service Desk in your enterprise, you benefit from more accountability, more agility, and a better return on IT than you may have thought possible.

HP will accept full accountability for delivering the level of service your end users require. By helping to solve the problems that hinder employee responsiveness and creativity, the HP Standard Service Desk contributes to your business agility. And the HP Standard Service Desk can assist you in controlling IT operating costs, boosting your return on investment.

HP Services has been developing and delivering end-user support solutions in a wide range of industries since 1989, with a high rate of customer satisfaction. We continue to invest in building, operating, and growing a state-of-the-art infrastructure across the globe to support this service business.

When you select HP to deliver your service desk, you are choosing a partner that is a recognized leader in workplace outsourcing.

Industry analysts, including Gartner, META Group, and Forrester, recognize HP as an outsourcing leader, especially in the areas of service desk, desktop management, application management, data center management, and distributed systems management.

- Listed in the Leaders Quadrant in the Gartner 2003 Help Desk Outsourcing Magic Quadrant
- Ranked in the leadership category in IDC’s European Desktop and Network Management Services Forecast and Analysis, 2002–2006
- Ranked as a leader in desktop outsourcing and in distributed outsourcing in the April 2003 Forrester Research report, Can Outsourcers Really Transform IT?
- Named #1 outsourcer in a customer survey conducted by InformationWeek in November 2002; cited for quality of service and technical excellence
## Specifications

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
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<tbody>
<tr>
<td>Account Management Office</td>
<td>The Account Management Office is the single point of accountability, responsible for making sure that all service-level objectives (SLOs) are met and all issues addressed.</td>
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<td>Key functions include the following:</td>
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<td>• Program reporting—regular reports, ad hoc reports, Web-accessible reports</td>
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<td>• Standard reporting that covers all aspects of service delivery and includes analysis and action plan to enable continuous improvement</td>
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<td>• Data analytics, root cause analysis, and trend analysis for problem reduction and avoidance</td>
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<td>• Service-level agreement (SLA) management</td>
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<td>• Vendor management</td>
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<td>• Project management</td>
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<td>• Change management</td>
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<td>Multi-channel contact</td>
<td>The HP Standard Service Desk with the eSupport option provides multiple channels of interaction between the end user and the support system and analysts, including phone, e-mail, text chat, and Web.</td>
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<td>Rapid implementation</td>
<td>HP can implement an HP Standard Service Desk in 60–90 days.</td>
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<td>Transition services</td>
<td>HP provides a smooth transition with proven processes and transition methodology and a focus on clear communications. Key transition processes include:</td>
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<td>• Manage the business and technical transitions in parallel</td>
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<td>• Support continuous operations while a personnel transfer is in process</td>
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<td>• Limit end-user disruption to the fullest extent possible</td>
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<td>• Confirm that new business processes are aligned with new IT processes</td>
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<td>Standard SLOs</td>
<td>SLO management and reporting plus program management provide a set of measurements that address business, operational, and customer satisfaction requirements. Standard metrics include:</td>
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<td>• Abandon rate</td>
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<td>• First call resolution</td>
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<td>• Priority-level resolution rates</td>
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<td>• Average speed of answer</td>
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<td>• Escalation timeframe</td>
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<td>• Customer satisfaction</td>
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