Focus Group IT Managed Service

Support Schedule

focus
group

Thank you

Thank you

For partnering with Focus Group

Support Logging

How to raise a support case?

You can log a support incident or service request through one of the four methods.

InFocus Portal
You can log support incidents or service requests via the InFocus Portal. The portal is the most effective way to ensure we capture the right information at the point of request and also allows us to effectively prioritise and triage your case as quick as possible.

Live Chat
Within the InFocus Portal, you can engage directly with the Support Engineers via Live Chat. They will raise a case and begin to support and discuss your issue with you via the Live Chat function.

Email
You can email your support issue or request to the support team. This will be assessed by the service team and assigned to the relevant team or engineer for progression and resolution of the case.

Telephone
You can call the Service Desk who will triage and log the ticket on your behalf. Telephone is best as a follow up for the most critical and service impacting issues.

Target Response Time

< 30 mins

< 5 mins

< 2 hours

P1 / P2 Only

Service Desk Contact Details

InFocus Portal: https://portal.focusgroup.co.uk
Email: focusit@focusgroup.co.uk
Telephone: 0330 024 2000

Provide Your Details

To log a ticket with the IT Service Desk, you will need to provide the following:

- Contact Name
- Contact Telephone Number
- A brief description of the fault, including any error messages or error codes, or a request for the change required.
- Your Computer Name (see page X for more details)

If logging the case via the InFocus Portal, we will automatically capture some of these details

Case Details

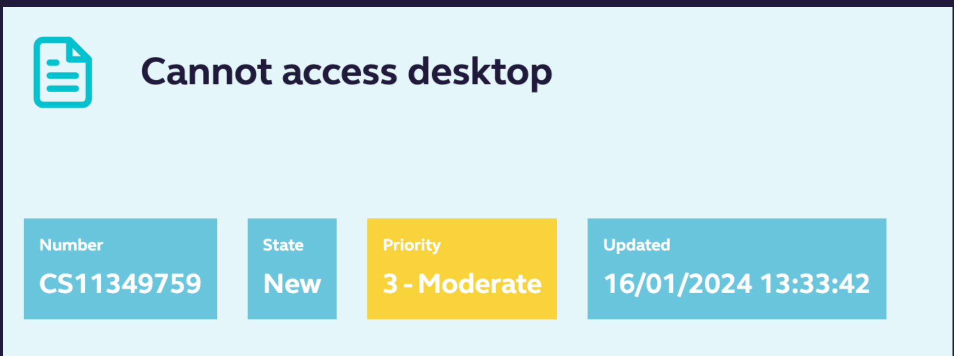
A support case will be raised on the Focus IT Service Desk and an automated response will be returned with:

- A Case Number, starting CS
- A summary of the details raised in your ticket
- A link to access updates to your case via the InFocus Portal

Case Allocation

We aim to review and assess all cases within thirty minutes of receiving them to the service desk. Once reviewed and allocated, within the InFocus Portal you will be able to see:-

- **Priority Rating -** The allocation your ticket has received, which defines how urgent the ticket is. Please see our service level agreements for more details on this go to page X
- **State –** The state of the case. When in a *New* state, the case is ready for the engineer to review and begin working on the case.



Case Update & Resolution

Once allocated, the support engineer will begin to support the incident or request. For a simple case, if an engineer is available, we will always attempt to resolve your problem immediately (a first time fix). For urgent [P1] tickets, these will be managed in line with your associated SLA (Service Level Agreement) from the point of creation.

In order to resolve your issue, you may be asked to share your desktop with our support staff using our remote control tools. If your ticket cannot be resolved immediately, it will be worked on remotely and a engineer will contact you to resolve your issue within the agreed timescale determined by the SLA (Service Level Agreement).

You will receive updates to the support case via email or you can also see the updates within the InFocus Portal.

Case Statuses

Where the support agent requires more information from the requester, requires the requester to test the resolution or is unable to contact the requester, the case will be put in a “Waiting on customer” state. The case may also be placed in a “Waiting on third party” if we need to engage with your third party support providers such as a Line of Business Application Vendor.

Focus Group, where the case is Waiting On Customer, will follow up the request three times over a three day period. If we are unable to get in contact after three attempts, the case will be resolved off due to no-contact. The case can still be re-opened within five days after this.

Password Resets

If you require a password reset for a user account or email address, please ensure this is raised via the InFocus Portal. Passwords cannot be reset or provided over the phone unless you have set a PIN against your InFocus Portal profile, as we are unable to verify the identity of the caller. If you are unable to login to request a password reset or have not setup your InFocus Portal PIN, please ask your manager or colleague to log it for you.

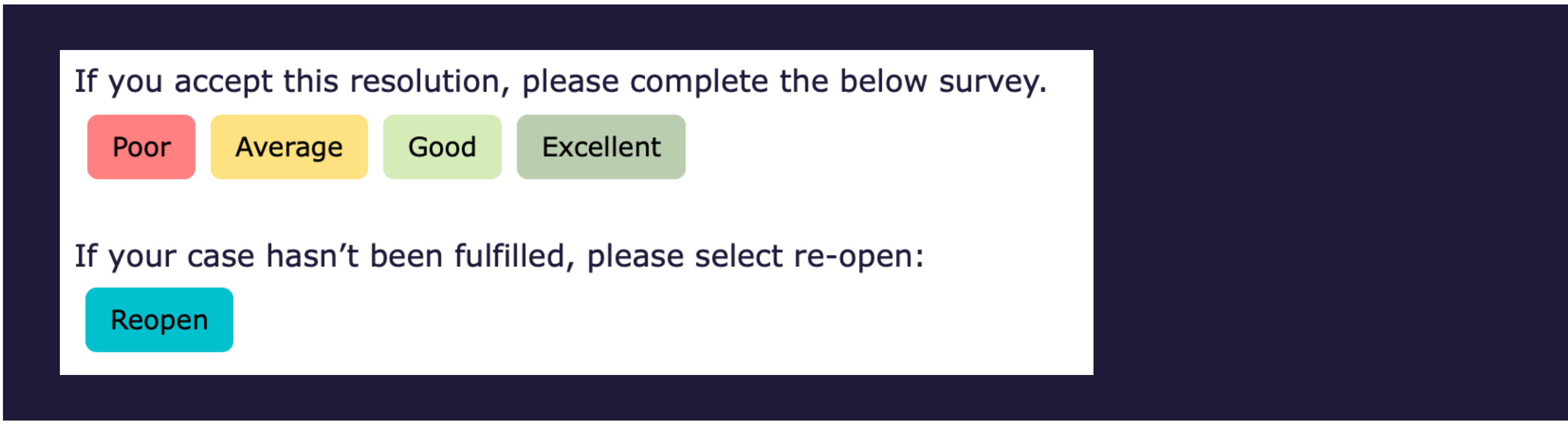
Resolution of a Case

When we have resolved your request, we will contact you to let you know this. You will receive an email message telling you that the case has been resolved, detailing the steps taken to resolve the issue. Within five days of the ticket being resolved, you can re-open it using the “Reopen” button on the resolution email or by navigating to the case on the portal and selecting “Reopen”, if the issue has reoccurred. After the five days, you will receive an automated “ticket closed” response. After this point, please ensure you raise a new ticket for any new, or re-occurring problems, ensuring you state any previous case numbers if the issue is re-occurring.

If you respond to a closed case, you will receive a reminder that the case is closed and to open a new case.

Case Feedback

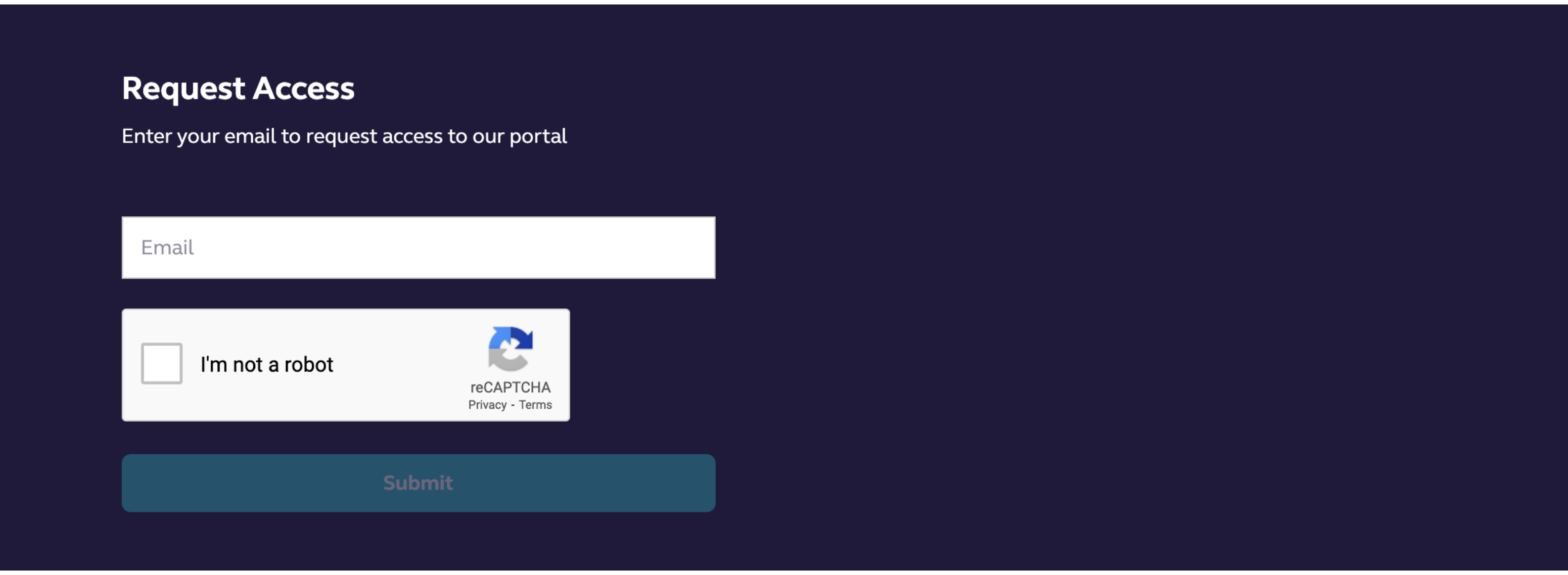
Once the case has been resolved, you may be invited to leave feedback. We welcome all feedback, as it allows us to evaluate and improve on our service. All feedback is reviewed by management and is a key part of the support process.



InFocus Portal

Portal Access

If you do not have access to the InFocus Portal and require it, please request this of the primary IT contact in your organisation or you can request it via the Portal Homepage (https://portal.focusgroup.co.uk)



Portal Functions

Within the InFocus Portal, you have the following functions available to you:-

Live Chat
Live Chat is available by clicking the bubble in the bottom right of the screen.

Services / Service Requests
Dynamic forms for requesting common service requests such as Starters, Leavers, Group changes etc. If you would like any bespoke Service Catalogue Items, please speak to your Account or Service Manager

Help & Support / Create Case
A dynamic form for capturing information relating to a new support incident or case.

Help & Support / Cases
View a list of all open cases you have raised, or if your permission level allows, all cases for all users within the organisation.

Reporting

Access to live dashboard reporting relating to support cases and requests.

Case Escalation

Sometimes there may be the need to escalate a case. All clients are asked to escalate issues using the methods as below. For a quicker response, we ask that ticket references are given in all communications.

A ticket may be escalated in the following circumstances

- A ticket has been given an incorrect severity rating (eg, you believe the issue is more urgent).
- You have not received a response to your ticket within the agreed SLA.
- You are unhappy with the response / level of service you are receiving throughout the ticket.
- The issue has worsened / become more urgent.

Case Logged
Case is logged to the Service Desk

Case Allocated
The case is allocated to an engineer and assigned a priority rating

First Escalation - Contact Helpdesk
Case is escalated via the service desk engineer assigned to the ticket via a case update.

Second Escalation – Contact Escalations
Email escalations@focusgroup.co.uk with the case number and reason for escalation. Escalations are monitored by Service Desk Managers & Team Leads who will review the escalation.

Third Escalation – Contact Account Manager/Service Manager
Escalate the ticket via your named Account Manager or Service Manager through the pre-provided contact details.

Service Level Agreement

Focus Group Service Desk Engineers work on incidents to the agreed service level agreements detailed below. The priority of the ticket is determined by the Focus ticket allocator, but may be escalated if required. All tickets and SLAs are managed through the Focus Group Case Management System (ServiceNow). Focus are responsible for managing all support cases/requests and meeting all SLA obligations.

Level	Description	Target Response	Target Resolution
P1	Total loss of service at a customer premises, or critical service failure **Example Priority 1 cases:** •All or a substantial portion of your mission critical data is at a significant risk of loss or corruption. •You have had a substantial loss of service. •Your business operations have been severely disrupted. •Outages to Internet, Network for all users •Security breach with notable operational or reputational impact to the business, effecting multiple users. *All Major Incidents ('P1') must be logged with the Focus Group Service Desk by telephone.*	1 Hour	4 Hours
P2	Severe degradation of service at one or more customer premises **Example Priority 2 cases:** •Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. •A single user is unable to login to a workstation and no alternative or workaround available. •A temporary workaround is available. •Outage affecting multiple users, VPN connection affecting multiple users. •Security breach with effecting a single user or mailbox.	4 Hours	8 Hours
P3	Operational performance of a minor part of IT is impaired while most business operations remain fully functional. **Example Level 3 cases:** •Printer not working for one user. •Unable to receive emails for one users. •Email bounce issues •PC running slow. •Group Changes & File Permissions	16 Hours	24 hours
P4	Configuration Change or request for information. **Example Level 4 cases:** •New user setups •Requests for software installation •Email signature change requests	16 Hours	32 hours

Get in touch
Let’s connect. Let’s grow.