

Preliminary Invitation to Negotiate

**The Provision of Serviced Accommodation
for
An Acute Hospital, Mental Health Unit, and an
Integrated Care Centre**

Volume 4 Part 12 - Service Level Specification

**for
Service Desk Services**

February 2004

1. Definitions

1.1 Any reference to the "Service Level Specification" in part C of Schedule 14 shall be a reference to this Service Desk Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning unless the context otherwise requires:

“Business Day”	has the meaning given in schedule 1;
“Consumables”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Disposables”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Emergency”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Facilities”	has the meaning given in schedule 1;
“General Services Specification”	has the meaning given in schedule 1;
“Good Industry Practice”	has the meaning given in schedule 1;
“Law”	has the meaning given in schedule 1;
“Materials”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Patients”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Planned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Portering Services”	means the Portering Services to be provided by Project Co pursuant to this Service Level Specification;
“Project Co Equipment”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co”	has the meaning given in schedule 1;
“Routine”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Scheduled”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

“Service Desk Service”	means those Services to be carried out pursuant to this Service Level Specification.
“Service Desk Users”	means any person using or contacting the Service Desk;
“Service Level Specification”	has the meaning given in schedule 1;
“Service Providers”	has the meaning given in schedule 1;
“Service Rectification Time”	has the meaning given in schedule 18;
“Service Requirements”	has the meaning given in schedule 1;
“Service Response Times”	has the meaning given in schedule 18;
“Service Standards”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service”	has the meaning given in schedule 1;
“Services”	has the meaning given in schedule 1;
“Site”	has the meaning given in schedule 1;
“Trust Policies”	has the meaning given in schedule 1;
“Trust Representative”	has the meaning given in Schedule 1;
“Trust Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Trust”	has the meaning given in schedule 1;
“Unplanned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Urgent”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Visitors”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

2. Key Objectives

- 2.1 Project Co shall provide a high quality and comprehensive Service Desk Service to facilitate the smooth running of Trust operations on a 24 hours a day 365(6) days per year basis. The Service should be fully integrated with existing Trust procedures and act as a communication hub for all Project Co Service matters.
- 2.2 Project Co shall ensure the Service Desk Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Service Desk Services that comply with Law, achieve the Service Standards and provides comprehensive Service Desk Services tailored to the operational needs of the Trusts;
 - b) provide flexible Service Desk Services that respond to changes in Patients' and Trusts' needs, Trusts' demands and the hospital environment;
 - c) provide patient-focused Service Desk Services that are empathetic and fulfil the needs and expectations of Patients, visitors and staff, and respects their dignity and privacy;
 - d) ensure that the Service Desk Services do not cause or create any hazard to the environment, Facilities and/or persons on the Sites or in the Facilities;
 - e) ensure the required Service Standards are achieved through the use of Good Industry Practice, the right mix of Project Co Staff, equipment, staff training, effective management systems, clear performance targets and appropriate levels of monitoring;
 - f) to work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the delivery and quality of the Service Desk Services; and
 - g) maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure the Service Standards for the Service Desk Services are achieved, and any reduction in the Service Standards achieved by Project Co is recognised and corrected.

3. Process

3.1 Scope

- 3.1.1 Project Co shall comply with all requirements set out in Sub-Part B of the General Service Specification and Part 1 of Sub Part C of Schedule 14 relevant to the delivery of Service Desk Services.
- 3.1.2 In addition to the applicable provisions set in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification.
- 3.1.3 Project Co shall provide Service Desk Services 24 hours per day and 365(6) days per year using appropriately skilled and trained staff.
- 3.1.4 Project Co shall respond to requests for Service Desk Services within the Service Response Times and Service Planned Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all tools, equipment, signs, materials, uniforms, Consumables, Disposables, test equipment, safety apparatus and manual and powered lifting and handling equipment required to provide the Service Desk Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Service Desk Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 Project Co shall provide the following services and undertake the following activities on a scheduled basis, and provide a service which is capable of reacting to any Planned and Unplanned situations as they arise:
- a) general provision and staffing;
 - b) receiving requests for services; and
 - c) records and reports.

3.2 Minimum Service Requirements

Response Times

- 3.2.1 Project Co shall ensure telephone requests to the Service Desk are all answered within 10 seconds. **SP01**

General operation and staffing

- 3.2.2 Project Co shall ensure that updates to the Service Desk operational instructions are approved by the Trust Representative before implementation. **SP02**

- 3.2.3 Project Co shall ensure that all new Project Co's Staff are familiarised with the use of the Service Desk Service as part of their induction training. Project Co shall ensure Trust Staff are aware of the Service Desk contact number and arrangements and its functions. Project Co shall provide unplanned training as may be required to ensure Service Desk Users are aware of procedural updates. **SP03**
- 3.2.4 Project Co shall agree with the Trust Representative a call category protocol that enables the Service Desk operator to automatically determine the Service Failure Category in accordance with Appendix A to this Service Level Specification for each Service request or fault report respectively. **SP04**
- 3.2.5 Service Desk Service staff shall be trained to assess the likely classification of Service requirements resulting from a Service Desk Service request in accordance with the agreed Service Failure/Request categories and respond accordingly; **SP05**
- 3.2.6 The Service Desk Service will train its staff to respond in an informed manner to enquiries in accordance with Trust Policies. The Service Desk Service staff shall comply with appropriate codes of conduct. **SP06**
- 3.2.7 The Service Desk Service shall be available and permanently staffed 24 hours per day, 365(6) days per year to respond to all requests and or reports. **SP07**

Receiving requests for services

- 3.2.8 Project Co shall log all requests for Services and calls reporting faults and failures. Project Co shall record all relevant details, including but not limited to, the following information: **SP08**
- (a) Requesters name;
 - (b) Date and time;
 - (c) Location;
 - (d) Nature of the request or fault;
 - (e) Service required;
 - (f) Classification (priority);
 - (g) Target Response Time and Rectification Time;
 - (h) Unique request reference;
 - (i) Service Provider and contact name to which the request was passed;
 - (j) Date and time request passed to the relevant Service Provider;
 - (k) Action taken; and
 - (l) Actual Response Time and Rectification Time.
- 3.2.9 Project Co shall generate an activity request report for each Service request or fault report. The activity request report shall be communicated to the relevant Service provider. Such communication shall be documented. **SP09**

- 3.2.10 Project Co shall inform the Service Desk User as to the proposed course of action and Response Time and Rectification Time allocated. The Service Desk Service shall co-ordinate the appropriate response to all requests. **SP10**
- 3.2.11 Project Co shall ensure the relevant Service Provider responds to the Service request or fault report and on completion of the remedial activity shall inform the Project Co together with the time of response, rectification and the action undertaken. This information is to be recorded by Project Co. **SP11**
- 3.2.12 Project Co shall ensure that in the event of an emergency, at whatever time, the Project Co shall assist in raising the alarm, reporting the incident to internal and external authorities, co-ordinating the response and logging the details. **SP12**
- 3.2.13 Project Co shall keep the customer informed should problems occur with delivery of the response Service. **SP13**
- 3.2.14 Project Co shall ensure confidentiality is maintained in line with Trust policy **SP14**

Records and reports

- 3.2.15 Project Co shall provide all such information and or data as is required to complete the monthly Monitoring Report . This shall include but not be limited to: **SP15**
- a) A summary of all incidents reported to the Service Desk during the Contract Month including the target Response/Rectification Times and those achieved;
 - b) A summary of all Failure Events and Quality Failures;
 - c) The Functional Parts affected;
 - d) The duration of any Failure Event not rectified on time in any Functional Part in hours, with the time and date it commenced and the time and date it ceased; and
 - e) Any volume related adjustments to be made to the Service Payment.
- For the avoidance of doubt all reports shall clearly identify the Functional Area, Unit and or Service in which each Service Failure and or Event has occurred.
- 3.2.16 Project Co shall ensure information logged with the Service Desk Service is not be amended unless there is a system in place to record: **SP16**
- a) The exact nature and impact of the amendment;
 - b) The reason for the amendment; and
 - c) By whom the amendment was authorised.
- 3.2.17 Project Co shall ensure the Trusts have full access to all Service Desk Service records at any time. **SP17**

3.3 Exclusions

3.3.1 The following are excluded from this Service Level Specification;

- a) All requests in relation to the Trusts' ICT services.

Appendix A - Service Categories

Table 1 - Service Categories and Definitions

Category	Definition	Examples
Emergency	Any request for a Service that is required to avoid a life-threatening event or an event serious enough to cause significant damage or disruption.	▪
Urgent	Any request for a Service that requires attendance quickly to avoid operational problems, or will create an Emergency if not remedied.	▪
Routine	Any request for a Service that is not seen as immediately detrimental and, if not attended to would not cause significant operational problems.	▪
Planned	Any request for a service that has been agreed (planned) to take place at a specific time that may cause operational difficulties or a fall in standards, if it does not happen.	▪
Scheduled	Any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen	▪

Performance Indicators

Ref	Performance Parameter	SF Type ¹	Category	Response	Rectification	Recording Freq.	Monitoring Method
<i>Response times</i>							
SP01	All telephone calls to the Service Desk Service are answered within 10 seconds	QF	Medium	10 seconds	N/A	M	1, 4, 8
<i>General operation and staffing</i>							
SP02	Service Desk Service operational procedures are correctly represented by the user instructions and all updates have been provided to the Trust prior to changes being implemented.	QF	Medium	N/A	N/A	B	1, 2, 3, 4,8
SP03	Service Desk Users and Trust staff have received training with regards to Service Desk Service user instructions and are subsequently briefed on any retrospective changes.	QF	Medium	N/A	N/A	A	1, 4, 5, 8
SP03	All new Project Co Staff receive adequate instruction on the use of the Service Desk Service as part of their induction programme and are subsequently briefed on any retrospective changes. Trust Staff are aware of the Service Desk contact details and functions.	QF	Medium	N/A	N/A	B.	3, 4, 5, 8
SP04	A Service request/fault categorisation and call logging protocol has been agreed with the Trust Representative.	QF	Medium	N/A	N/A	A	1, 2, 3,4, 8
SP04	Service Desk Service staff are trained to assess likely categorisation of Service requirements from a request.	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP06	Service Desk Service staff are trained to respond in an informed manner to enquiries in accordance with Trust Policies.	QF	Medium	N/A	N/A	M	1,5
SP07	The Service Desk Service is available 24 hours per day, 365(6) days per year.	QF	High	N/A	N/A	D	1, 2,4, 6, 8

¹ SF = Service Failure, QF = Quality Failure, FE = Failure Event, PR = Per Request

Ref	Performance Parameter	SF Type ¹	Category	Response	Rectification	Recording Freq.	Monitoring Method
<i>Receiving requests for services</i>							
SP08	All requests and reports are recorded and all data fields are completed to the agreed standard.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
SP09	Activity reports for the relevant Service Provider are generated in the agreed format for every request received by the Service Desk Service.	QF	High	N/A	N/A	M	1, 3, 4, 8
SP10	The proposed course of action and applicable Response / Rectification Times is communicated to the Service Desk User.	QF	Low	N/A	N/A	M	1, 4, 6, 8
SP11	Response times, remedial action and rectification time and date, are recorded accurately.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
SP12	Provide assistance in raising alarms, reporting incidents to internal and external authorities and logging of the details in the event of an emergency.	QF	High	N/A	N/A	Per Incident.	1, 2, 3, 4, 5, 7, 8
SP13	Service Desk Users are informed of progress should problems occur	QF	Medium	N/A	N/A	M	1, 2, 4, 6, 8
SP14	Confidentiality is maintained in accordance with Trust Policy.	QF	High	N/A	N/A	M	1, 3, 4, 6, 8
<i>Reports and records</i>							
SP15	Monthly Service Desk information and data is provided in the agreed format.	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
SP16	All amendments are clearly identified and have the necessary authorisation from the Trust.	QF	High	N/A	N/A	M	1, 3, 4, 8
SP17	Trust has access to Service Desk Service records at any time.	QF	Medium	N/A	N/A	Per Occasion	1, 4, 8