



## Welcome to KCS IT Support

The guide provides an overview of how to raise support issues with us and manage your IT support service effectively.

### Logging a request

There are three ways to log a request with us and access your support services:

<p><b>Access the Service Desk Portal</b></p> <p><a href="https://servicedesk.kcsltd.co.uk">https://servicedesk.kcsltd.co.uk</a></p> <p>Report and follow up your tickets, request new services and access your knowledgebase. Log in with your email address.</p>	<p><b>Email the Service Desk team</b></p> <p><a href="mailto:servicedesk@kcsltd.co.uk">servicedesk@kcsltd.co.uk</a></p> <p>You will receive a response with your ticket reference. Please keep this reference in your subject line for all correspondence.</p>	<p><b>Call the Service Desk team</b></p> <p><b>0345 0552078</b></p> <p>Urgent incidents should be logged by phone. We will email your ticket reference and the case will also appear in your Portal.</p>
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### Priority levels explained

The priority we assign your ticket is based on the urgency and impact, taking in to account what isn't working, how long before it has a significant impact on the business, volume of users affected, and whether you can work. See overleaf for our priority matrix which explains what response times you can expect.

### How do I chase or escalate a case?

Complex tickets can take additional time to resolve. Initially please contact the service desk with your case reference for an update. If you would like to escalate your case please contact our Service Desk Lead Ian Cable ([iancable@kcsltd.co.uk](mailto:iancable@kcsltd.co.uk)) including your reference number and we will investigate and resolve. If further escalation is needed please contact your Account Manager and we will respond within one hour.

### When is support available?

Support via the service desk team is available from 7 am to 6 pm on working days. Outside these hours there is a duty engineer team available 24/7/365 which is contactable on 01494 924784. Please note out of hours calls may be chargeable depending on your contract.

### Sales and strategic support

For new equipment, services, site moves or strategic support please contact your Account Manager.



## KCS Standard SLA Matrix

KCS sets target Service Levels (SLAs) and uses procedures to assign the appropriate target response so that SLAs are assigned in a uniform fashion objectively rather than subjectively. This policy gives clear guidance to staff and customers alike, while setting clear expectations as to the required response to issues.

### Priority Matrix

		Impact						
		Multiple customers	Whole Company	Management (VIPs)	Multiple teams	Team	1 user any PC	1 user 1 PC
Urgency	Not able to work	P1	P1	P2	P2	P3	P3	P4
	Partially able to work	P2	P3	P3	P3	P4	P4	P5
	Not affecting work	P3	P4	P4	P4	P5	P5	P6
	Able to work	P4	P5	P5	P6	P6	P6	P6

KCS will respond to each call within the SLA however due to the complex nature of IT systems a fix cannot be absolutely guaranteed during this time frame. Calls will be opened and managed to ensure the highest, most suitable and fastest possible level of support is utilised. Continuous updates will be provided by email to the user raising the case to confirm safe receipt of the issue, engineer attending to the issue, updates during resolution where an issue is ongoing, and to confirm that the issue is closed.

### Overview of Priority Categorisation

Priority	Example	Response target time
P1 – Critical	Server down	30 minutes
P2 – Priority	Management team affected	60 minutes
P3 – High	User cannot log in	Two hours
P4 – Medium	Application (e.g. Excel) crashes	Four hours
P5 – Low	Amend distribution group	Eight hours
P6 – Minor impact	Signature modification	Next day
Scheduled action	Upgrade office software	Next planned maintenance

Version	Description	Owner	Date
1	Initial issue	Dan Gregor	13. 12. 2018
2	Update	Dan Gregor	26.07 .2019