CenturyLink Technology Solutions Service Guide

Enterprise Service Desk

This Service Guide ("SG") sets forth a description of the Enterprise Service Desk ("ESD") Service ("Service") offered by CenturyLink, including technical details and additional requirements or terms, if any. This SG is subject to and incorporated into the Master Service Agreement and Hosting Service Schedule between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant Service Order.

Version	Previous	Section Modified	Date
HOS-201404030-SG-EnterpriseServiceDesk	HOS-20131031-External-SSG-US-Enterprise Service Desk	Rebrand	April 30, 2014

Table of Contents

Service Description

CenturyLink Enterprise Service Desk (ESD) provides the capability to deliver a standard, multi-tiered, end user computing support structure encompassing Level 0 and 1 support teams and services. CenturyLink Enterprise Service Desk provides 24 x 7 x 365 end user IT support to business end users and to IT management users. CenturyLink utilizes a "follow the sun" model in performing Enterprise Service Desk function and integrates into other CenturyLink services to provide a complete service desk offering. The Service configuration is flexible and there are several feature options the Customer may select when ordering the Service. Seat (end user) packages in increments of 100 are available in the following ranges:

Enterprise Service Desk	Standard	Advanced	Enterprise
Seats supported	500 – 3,500	500 – 7,500	Over 7,500

Enterprise Service Desk

In addition to selecting the proper number of Seats, one of the following service options must be selected:

Standard

- 24x7 support
- Basic SLA
- English language support only

Advanced

- 24x7 support plus resolution
- Enhanced SLA
- English language support only
- Unique telephone number

Enterprise

- Provides the same levels of support as the Advanced package and is intended for Customers requiring support for seats over 7,500 and additional languages.
- Additional languages must be agreed upon by both CenturyLink and Customer.
- Enterprise service will be provided via a Statement of Work.

A complete list of supported applications is available from the CenturyLink Account Management Team

Features and Capabilities

Feature/Capability	Definition
Configuration Management Database (CMDB)	A database that contains relevant information about the components of the information system used in an organization's IT services and the relationships between those components. Follows ITIL framework.
Multi-Channel Contact Points	Allow end users to leverage different channels to contact the service desk including telephone, self-service portal and email correspondence.
Call Recording	Calls are recorded for quality and training purposes and used to identify and resolve discrepancies in service.
24 x 7 x 365 Operations	Refers to the number of hours per day (24), the number of days per week (7) and the number of days per year that Service Desk can be available.
Centralized Service Management System	An ITIL-based centralized service management system to allow CenturyLink to create, categorize and manage tickets from initial contact through to closure.
ACD (Automatic Call Distributor)	An automated call management, routing and reporting system that is used to create efficient and properly routed customer call management.
Ticket Management	Providing a closed loop ticket management system allowing for timely trouble ticketing.
Self-Service	A self-service portal allows end users to identify and resolve issues on their own. If resolution is not obtained, end users can open a ticket with the Enterprise Service Desk.
Knowledge Management	Self-service users can search the knowledge base for frequently asked questions and answers specific to the applications and software most common within their organization.
Standard Application Support	End user support for a defined list of commercial off-the-shelf (COTS) applications.
Multi-Lingual Support	Services are available in multiple time-zones and can be requested, as a custom engagement, in multiple spoken languages including: English, Spanish, French, Portuguese, German, Polish, and Italian. English is standard. Additional languages require additional fees.
Tiered Support Options	Within the Enterprise Service Desk, there are two levels, or tiers, of support

Feature/Capability	Definition
	including: Level 0 – Self-service, or portal-based, support Level 1 – Service Desk analyst support Should customers require additional tiers or levels of support, ESD integrates with other CenturyLink products and offerings, like Adaptive Help Desk that delivers level 2-4 support for supported infrastructure components.
Customer Satisfaction Surveys	Regular surveys solicit feedback from users of the Service Desk. This information will help identify key areas for improvement and helps focus the Enterprise Service Desk delivery towards the highest levels of end user satisfaction.
Quality Assurance	A process that audits and collects information on support analysts including call quality, response procedures and ticket documentation.
Reporting	Standard reports include SLA performance, open tickets, ticket distribution, and customer satisfaction. Reports can be delivered via email or portal.

Services are geographically dispersed to meet regional needs. ESD provides service desks in multiple time zones and supports English as a spoken language only. The standard delivery of written text, documentation and written correspondence in CenturyLink systems are in English.

CenturyLink will maintain a Configuration Management Database (CMDB) containing relevant information about the Customer's contracted information, technology components and relevant relationships with the entitled user base. Customer shall provide, maintain and update the list of all entitled users (seats). The Customer is also responsible to deliver the list of all entitled users (seats) to CenturyLink by the first business day of the start of each calendar quarter.

CenturyLink Service Management

Enterprise Service Desk requires the inclusion of CenturyLink Service Management (SSM) Service. As depicted in the table below, a tier will be offered depending on the level of Enterprise Service Desk selected. The SSM Service will include Customer support from a Client Service Partner (CSP), proactive technical consultation provided by Client Technology Advisors (CTA), and technical support provided by Technical Service Engineers (TSE).

CenturyLink Service Management packages are attached to ESD in the service tiers described in the table below. The monthly hours stated are included in the base package for each configuration, but Customer may order additional hours as needed within a Supplemental Package.

Service Management Service Tiers	Select	Advanced	Elite
Support Personnel	CSP, CTA, TSE	CSP, CTA, TSE	CSP, CTA, TSE
Hours per Month included	80	160	360
Associated EUSD Package	Standard	Advanced	Enterprise

Customer may order additional (Supplemental) monthly hours to add on to a base Service Management Package as needed through a Change Request and additional monthly rate. Additional monthly hours for the SSM Service may be ordered in incremental lots of 20, 40, 60 and 80 hours per month and one personnel role per Supplemental Package. Personnel cannot be combined in the Supplemental packages.

All packages and associated hours contain a minimum monthly commitment of hours and if the Customer consumes less than the minimum hours for the SSM Service Tier ordered, CenturyLink will charge Customer for the minimum number of monthly hours. For additional SSM Service details, please consult the SSM Service Guide. Details regarding charges for these Service Packages, Supplemental Packages, and overage rates, are available from the CenturyLink Account Management team.

Enterprise Service Desk Responsibilities Matrix

Contained in this matrix are fixed functions/responsibilities and associated owners for transitioning and maintaining the service:

Key	Term	Description
R	Responsible	Primary responsibility for completing the defined task(s)
A	Approving	Responsibility for reviewing and approving the defined task(s) quality and completeness.
S	Supporting	Secondary responsibility, which includes the contribution of skill, resources and/or tools for completing the defined task(s).
I	Informed	Stakeholders who must be informed about the progress of the defined task(s).
C	Consulted	Responsibility to provide assistance in providing design and/or quality review criteria for the defined task(s).
X	Extended	Responsibility may be delivered by CenturyLink Advance Services

Service Design

Design and develop IT services. Scope includes design of new services, as well as changes and improvements to existing services

Task	Description	CenturyLink	Customer	Add On Service
IT Architecture Management	Define blueprint for future development of technological landscape, taking into account the service strategy and newly available technologies			
Foundation Vision	Identify and document	C	R	

Task	Description	CenturyLink	Customer	Add On Service
	Customer's IT goals, strategies, tactics and objectives for Enterprise Service Desk IT architecture and where the discipline best fits within the Customer organization.			
Foundation Risks	Identify, document and address the risks of IT architecture brings to the organization.	R	A	
Foundation Maturity	Identify and document via models the maturity of an organization's IT architecture.	R	A	
Foundation Metrics	Metrics used to monitor and measure the effectiveness of Enterprise Service Desk IT Architecture on a Customer's organization.	C	R	
People	Communications about IT architecture, and assessment of the relationship between IT architecture and the organization.	C	R	
Models	Identify and document how various Enterprise Service Desk IT architecture models are used and structured. Enterprise Service Desk IT architecture toolsets are also selected.	R	I	
Governance	Identify and document the IT principles, policies and standards that will be followed. Documentation of the impact, risk and implications of not following the principles, policies and standards.	C	R	
Prepare	Documentation and confirmation of overall business-case for each	C	R	

Task	Description	CenturyLink	Customer	Add On Service
	item of IT architecture work, and ensuring alignment with the architectural and other aims of the organization.			
Implement	Application of the changes within the customer organization that are needed to establish and operate Enterprise Service Desk capabilities.	C	R	
Operate	Day-to-day activities of performing IT architecture work, inclusive of modeling current state; strategic planning; review options and solutions; measure, analyze & adjust; and educate.	R	A	
Vendor Management	[Redraft to eliminate use of "ensure" throughout the document.]] all contracts with third parties resolver groups, support organizations and or vendors meet their contractual commitments.	I	R	

Service Transition

Build and deploy IT services. Ensuring changes to services and Service Management processes are carried out in a coordinated way

Task	Description	CenturyLink	Customer	Add On Service
Service Transition Project Management	Plan and coordinate the resources to deploy a major Release within the predicted cost, time and quality estimates.			
Service Transition Project Initiation	Define stakeholders, responsibilities and resources available to the project, documenting risks, constraints	R	A	

Task	Description	CenturyLink	Customer	Add On Service
	and assumptions affecting the project			
Service Transition Project Planning	Create the initial Project Plan, defining deliverables, milestones, activities and resources for a project.	R	A	
Service Transition Project Control	Monitor project progress and resource consumption, to expedite progress when required and to initiate corrective action if required.	R	A	
Service Transition Project Reporting and Communication	Provide an overall summary of all planned or ongoing Service Transition projects as information for customers and other Service Management processes	R	A	
Change Management	Control the lifecycle of all Changes. Enable beneficial Changes with minimum disruption to IT services			
Change Management Support	Provide templates and guidance for authorization of Changes, supply other IT Service Management processes with information on planned/ongoing Changes	R	A	
RFC Logging and Pre-Evaluation	Filter out Requests for Change which do not contain all information required for assessment or which are deemed impractical.	R	A	
RFC Classification	Verify if the priority of the proposed Change was correctly set by the initiator, and to determine the adequate level of authority to approve or reject the	C	R	

Task	Description	CenturyLink	Customer	Add On Service
	RFC.			
Assessment of Urgent RFC by the ECAB	Authorize, adjust or reject urgent Requests for Change as quickly as possible. Process invoked if normal Change Management procedures cannot be applied because an emergency requires immediate action.	C	R	
Change Assessment by the Change Manager	Authorize or reject a proposed Change as well as to provide a preliminary scheduling and incorporation into the Change Schedule.	C	R	
Change Assessment by the CAB	Authorize or reject a proposed Change as well as to provide a preliminary scheduling and incorporation into the Change Schedule.	C	R	
Change Scheduling	Agree to preliminary schedule for Change implementation and transfer responsibility for Change deployment to Project Management and Release Management	R	A	
Change Evaluation (Post Implementation Review)	Assess the course of the Change implementation and the achieved results, in order to verify that a complete history of activities is present for future reference, and any mistakes are analyzed and lessons learned (Post Implementation Review).	R	A	
Service Validation and Testing	Verify deployed releases and the resulting services meet customer expectations, and to verify that IT operations is able to support the new service.			

Task	Description	CenturyLink	Customer	Add On Service
Test Model Definition	Specify in detail how the Release will be tested and quality-assured. In particular, this process defines the testing concept and specific test cases to be used during Service Validation.	R	A	
Service Design Validation	Verify that an IT service meets its functionality and quality requirements and that the service provider is ready to operate the new service when it has been deployed	R	A	
Release Component Acquisition	Acquire the components of a Release and submit them to an initial assessment. This process verifies that only components which meet stringent quality criteria are allowed to enter the intensive testing phase.	R	A	
Release Test	Test all Release Components and all tools and mechanisms required for deployment, migration and back out. This process verifies that only components which meet stringent quality criteria are deployed into the live productive environment.	R	A	
Service Acceptance Testing	Verify if all conditions are met for the new service to be activated, and to obtain a binding consent from the customer that the new service fulfills the agreed Service Level Requirements.	A	R	
Release Management	To plan, schedule and control the movement of releases to test and live environments. The primary goal of Release and			

Task	Description	CenturyLink	Customer	Add On Service
	Deployment Management is to verify that the integrity of the live environment is protected and that the correct components are released.			
Release Management Support	Provide guidelines and support for the deployment of Releases	R	A	
Minor Release Deployment	Deploy minor, low-risk Releases into the productive environment. This process is used as a streamlined way to deploy Releases which do not require full-scale project planning and quality assurance, as low risk Releases are limited in size and their associated risk is low and well understood.	R	A	
Release Build	Issue all necessary Work Orders and Purchase Requests so Release Components are procured from outside vendors or developed/customized in-house	R	A	
Release Deployment	Deploy the Release components into the live production environment. This process is also responsible for training end-users and operating staff, as well as circulating information/ documentation on the newly deployed Release or the services it supports.	R	A	
Early Life Support	Resolve operational issues quickly during an initial period after Release deployment, and to remove any remaining errors or deficiencies.	R	A	

Task	Description	CenturyLink	Customer	Add On Service
Release Closure	Formally close a Release after verifying if activity logs and CMS contents are up to date.	R	A	
Service Asset and Configuration Management	Maintain information about Configuration Items required to deliver an IT service, including their relationships.			
Configuration Management Support	Define and update the CMS structure in such a way that it can hold the required information related to CIs, including their attributes and relationships.	R	A	
Configuration Verification and Audit	Perform regular checks, ensuring information contained in the CMS is an exact representation of the CIs actually installed in the live production environment	R	A	
Knowledge Management	Gather, analyze, store and share knowledge and information within an organization. The primary purpose of Knowledge Management is to improve efficiency by reducing the need to rediscover knowledge.	R	S	
Knowledge Management Strategy	Select a Knowledge Management strategy to focus on identifying and documenting the type of knowledge the organization wishes to capture.	R	A	
Identify	Collect all knowledge related information from call logs, emails, and other sources that could be used to populate knowledge articles.	R	A	
Create	Mining information from call logs, emails, and other sources into readable, reusable knowledge	R	A	

Task	Description	CenturyLink	Customer	Add On Service
	articles.			
Represent	Determine when content is of sufficient quality to be published.	R	A	
Distribute and Access	Push knowledge out to organization's staff and support in retrieving information for themselves	R	A	

Service Operation

Validate IT services are delivered effectively and efficiently. Includes fulfilling user requests, resolving service failures, fixing problems, routine operational tasks

Task	Description	CenturyLink	Customer	Add On Service
Incident Management and Service Desk	Manage the lifecycle of all Incidents. The primary objective of Incident Management is to return the IT service to users as quickly as possible			
Incident Management Support	Provide and maintain the tools, processes, skills and rules for an effective and efficient handling of Incidents.	R	A	
Incident Logging and Categorization	Record and prioritize the Incident with appropriate diligence, in order to facilitate a swift and effective resolution.	R	I	
Filtering	Analyze calls to identify either an appropriate resolution or resolver group	R	I	
Immediate Incident Resolution by 1st Level Support	An Incident (service interruption) is to be solved within the agreed time schedule. The aim is the fast recovery of the IT service, where necessary with the aid of a Workaround. As soon as it	R	I	

Task	Description	CenturyLink	Customer	Add On Service
	becomes clear that 1st Level Support is not able to resolve the Incident itself or when target times for 1st level resolution are exceeded, the Incident is transferred to a suitable group within 2nd Level Support.			
Incident Resolution by 2nd Level Support	An Incident (service interruption) is to be solved within the agreed time schedule. The aim is the fast recovery of the service, where necessary by means of a Workaround. If required, specialist support groups or third-party suppliers (3rd Level Support) are involved. If the correction of the root cause is not possible, a Problem Record is created and the error-correction transferred to Problem Management.	I	R	X
Handling of Major Incidents	Major Incidents cause serious interruptions of business activities and must be solved with greater urgency. The aim is the fast recovery of the service, where necessary by means of a workaround. If required, specialist support groups or third-party suppliers (3rd Level Support) are involved. If the correction of the root cause is not possible, a Problem Record is created and the error-correction transferred to Problem Management.	S	R	
Incident Closure and Evaluation	Submit the Incident Record to a final quality control before it is closed. The aim is to make sure that the Incident is actually	R	A	

Task	Description	CenturyLink	Customer	Add On Service
	resolved and that all information required to describe the Incident's life-cycle is supplied in sufficient detail. In addition to this, findings from the resolution of the Incident are to be recorded for future use.			
Incident Monitoring and Escalation	The processing status of outstanding Incidents is to be continuously monitored, so that counter-measures may be introduced as soon as possible if service levels are likely to be breached.	R	I	
Pro-Active User Information	Via reasonable methods inform users of service failures as soon as service failures are known to the Enterprise Service Desk, so that users are in a position to adjust themselves to interruptions. Proactive user information also aims to reduce the number of inquiries by end users.	R	I	
Incident Management Reporting	Supply Incident-related information to the other Service Management processes (Incident Management Report), and to verify that improvement potentials are derived from past Incidents.	R	I	
Problem Management	Manage lifecycle of all Problems. Problem Management strives to prevent Incidents from happening, and minimize the impact of incidents that cannot be prevented. Proactive Problem Management analyzes Incident Records, and uses data			

Task	Description	CenturyLink	Customer	Add On Service
	collected by other IT Service Management processes to identify trends or significant Problems			
Problem and Error Control	Monitor outstanding Problems with regards to their processing status, so that necessary corrective measures may be introduced	I	R	
Problem Identification and Categorization	To record and prioritize the Problem with appropriate diligence, in order to facilitate a swift and effective resolution.	I	R	
Problem Diagnosis and Resolution	Identify the underlying root cause of a Problem and initiate the most appropriate and economical Problem solution. If possible, a temporary Workaround is supplied.	I	R	
Problem Closure and Evaluation	Confirm that after a successful Problem solution the record and prioritize the Problem contains a full historical description, and that related Known Error Records are updated.	I	R	
Major Problem Review	To review the resolution of a Problem in order to prevent recurrence and learn any lessons for the future. Furthermore it is to be verified whether the Problems marked as closed have actually been eliminated.	I	R	
Problem Management Reporting	Confirm that the other Service Management processes as well as IT Management are informed of outstanding Problems, their processing-status and existing	I	R	

Task	Description	CenturyLink	Customer	Add On Service
	Workarounds (Problem Management Report).			
Service Request Handling	Fulfill service requests, which in most cases are minor (or standard) changes (e.g. requests to change a password) or requests for information, from authorized customer user community.			
Access and Profile Management	Facilitate and administer organization access requests for standard changes (password resets) proactively in accordance with approved standard change activities or reactively for incident resolution or service request fulfillment, from authorized customer user community.	R	I	
Remote Services	Provide entitled customer user community with remote assistance in the resolution of specific list of incidents.	R	I	
Support Request Fulfillment	Fulfill the authorized customer user community support requests.	R	I	
Logging	Receive and log authorized customer user community service requests. Record relevant details of the service request to facilitate fulfillment.	R	I	
Priority Setting	Analyze the business impact of each service request and assign an appropriate response priority.	R	I	
Filtering	Analyze service requests to identify either an appropriate fulfillment or resolver group.	R	I	

Task	Description	CenturyLink	Customer	Add On Service
Access Management	Enable authorized users, while preventing access to non-authorized users. Executes policies defined in IT Security Management. Also referred to as Rights Management or Identity Management			
Maintain Catalog of User Roles and Access Profiles	Confirm the catalog of User Roles and User Role Access Profiles is still appropriate for the services offered to customers, and to prevent unwanted accumulation of access rights	S	R	
Manage User Access Requests	Process requests to add, change or revoke access rights, and to make sure that only authorized users are granted the right to use a service.	S	R	X

Continuous Improvement (CSI)

The CSI process implements a closed-loop feedback system as specified in ISO 20000 as a means to continually improve the effectiveness and efficiency of IT services and processes

Task	Description	CenturyLink	Customer	Add On Service
Incident Management and Service Desk	Manage the lifecycle of all Incidents. The primary objective of Incident Management is to return the IT service to users as quickly as possible			
Complaints Management	Assess customer complaints and to instigate corrective action if required.	R	S	
Customer Satisfaction Survey	Plan, carry out and evaluate regular customer satisfaction surveys. The principal aim of this process is to learn about areas	R	I	

Task	Description	CenturyLink	Customer	Add On Service
	where customer expectations are not being met before customers are lost to alternative service providers.			
Service Review	Review business services and infrastructure services on a regular basis. The aim of this process is to improve service quality where necessary, and to identify more economical ways of providing a service where possible.	R	I	
Process Evaluation	Evaluate processes on a regular basis. This includes identifying areas where the targeted process metrics are not reached, and holding regular benchmarking, audits, maturity assessments and reviews.			
Process Management Support	To support all parties involved in managing and improving processes, in particular the Process Owners. This process will also coordinate all modifications to processes and update the Process Architecture, thereby making sure that all processes cooperate in a seamless way.	R	I	
Process Benchmarking	Evaluate processes in relation to comparable organizations, with the aim of identifying shortcomings and developing plans for process improvement.	R	I	
Process Maturity Assessment	Evaluate processes in relation to best practice, with the aim of identifying shortcomings and developing plans for improvement (see Process	R	I	

Task	Description	CenturyLink	Customer	Add On Service
	Evaluation Report).			
Process Audit	Perform process audits in order to certify compliance of the processes with certain standards or regulatory requirements.	R	I	
Process Control and Review	Submit processes to regular reviews, and to identify process weaknesses, which should be addressed by process improvement initiatives.	R	I	
Definition of CSI Initiatives	Define specific initiatives aimed at improving services and processes, based on the results of service and process evaluation. The resulting initiatives are either internal initiatives pursued by the service provider on his own behalf, or initiatives, which require the customer's cooperation.	R	I	
Training	Provide introduction or instruction as required in the use of the organization's technology environment.	R	S	
CSI Monitoring	Verify if improvement initiatives are proceeding according to plan, and to introduce corrective measures where necessary.	R	I	

Service Desk Portal

Online Client portal for reporting incidents, self help, and service requests

Task	Description	CenturyLink	Customer	Add On Service
Self Service Help Portal	Provide a self service mechanism for the end users to resolve common problems quickly and efficiently without engaging the service desk			
Provision	Provide a self-service help portal providing end user information on system, resources and applications as well as a self-service resolution mechanism for common problems.	R	I	
Content Management	Administer self-service help portal content and/or other related documentation.	R	I	
Portal Management	Manage and monitor the status of the self-service portal with the objective of maximizing its availability.	R	I	
Portal Integration	Create and maintain connections to non-managed portals.	R	C	

Add-on services require a separate statement of work and are not included in the Service.

Service Policies and Additional Requirements:

CenturyLink Service Management is a required service of Enterprise Service Desk.

Enterprise Service Desk does not include on-site personnel. If there is a requirement for on-site services, this would be coordinated via a Statement of Work.

Overages are allowed for additional seats beyond the initial minimum commit; however overages will incur a charge. Customers may upgrade to a higher tier at any time during the contract term. Downgrades are only available at time of renewal. If the Customer places an order to increase the level of Service, CenturyLink shall not be obligated to maintain the same individual(s) for the next level of Service. However, CenturyLink shall use good faith efforts to maintain continuity of support personnel where practical.

CenturyLink reserves the right to review the number of contacts per seat with the Customer and make recommendations for moving to another tier if applicable.

Definitions

"**Seat**" is defined as an entitled end user.

"**Contact**" is defined as a phone call, email, or web ticket opened via the portal.

"**Ticket**" is an electronic document captured in a database and issue tracking/resolution system.