

**Fujitsu Philippines, Inc.**

**Technology Infrastructure Services  
Catalog**

**FPI-ITSM-MN-002**

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## SERVICE DESK

### ***Service Description***

Fujitsu Service Desk incorporates a range of services that typically form part of an overall service solution for any organization regardless of size. The service integrates the Service Desk with a number of other service elements such as Asset Management and Change Management. The final service solution will be designed and agreed with the Customer such that the appropriate Service Options are included within the solution.

### **The Service Desk provides:**

- Voice support for logging of incidents, inquiries and requests
- Electronic interface for logging and resolution of incidents, inquiries and requests
- Incident diagnosis and first time resolution
- Incident progression and monitoring
- Incident management
- Problem management
- Remote management services
- End User account administration
- Integrated asset management
- Integrated change management
- Service Level reporting
- Service analysis

### ***Core Service***

#### **Voice support for logging of Incidents, inquiries and requests**

Call Reception of incidents reported by the Customer via normal telephony methods. An incident is logged on the Incident Management System containing relevant details. Entitlement to service checking is carried out at this stage (as agreed with the Customer).

There are a number of options in terms of the telephony route between the Customer and the Service Desk, depending upon the Customer's requirements.

#### **Electronic interface for logging/resolution of incidents, inquiries and requests**

In addition to the normal voice interaction between the customer and the Service Desk, the Service Desk provides a range of methodologies for electronic interface to the incident management service. These include:

- (a) E-Mail – enables the customer to email incident details to the Service Desk
- (b) Enterprise Management – Automatic interface to the Incident Management System from enterprise management tools. Incidents will be automatically raised when thresholds are reached or when critical conditions are hit

### **Incident diagnosis and first time resolution**

The Service Desk will diagnose every Incident that is logged and allocate the appropriate severity (as pre-defined with the Customer) as well as categorize the Incident. This categorization allows later trend analysis to be carried out.

Where it is possible and appropriate to do so, the Service Desk will attempt to resolve the incident during the initial call.

### **Incident progression to service delivery units**

Where an Incident cannot be resolved during the initial call to the Service Desk, the Incident will be progressed to the appropriate identified service delivery unit. The Service Desk will manage this relationship in terms of incident progression and resolution on a day-to-day basis.

### **Incident management**

The Service Desk owns the management of any Incident through to closure. The Service Desk will monitor and track the progress of all Incidents and will apply agreed escalation processes.

### **Problem Management**

The Service Desk can provide a Problem Management service based on ITIL principles. The exact requirements and deliverables of this service will be agreed on an individual customer basis, but typically this service includes:

- Development and management of an action plan for the resolution of incidents that are identified as problems (for example high severity Incidents, re-occurring faults) including the introduction of a work around solution to minimize business impact
- Update all parties on resolution progress and alerting to changes or slippage in the plan
- Identification of appropriate resources to assist with resolution
- Documentation and reporting of the problem, resolution actions and activities etc. following the closure of the incident to ensure lessons are learnt and preventative measures can be reviewed and appropriate changes (for example in processes) are made

### **Remote management services**

This service element forms part of the wider Enterprise Management service that is delivered to the customer. While that service is outside the scope of this Service Description, it does enable additional service elements to be delivered from within the Service Desk, if so required. These include: (a) Remote Control – The technician (b) Remote Software Delivery – Updated software versions (e.g. virus software) can be remotely delivered to networked assets without the necessity to visit every asset. (c) Automatic asset data updates – Updated asset data can be automatically transferred to the asset management system (d) Automatic incident logging – This is covered in the previous section, Electronic interface for logging/resolution of incidents, inquiries and requests.

### **End User Account Administration**

The Service Desk will administer End User accounts on Fujitsu delivered services, where there are no technical/security constraints that prevent them from doing so. An example of services where End User account administration would normally be carried out within the Service Desk would be e-mail or Windows services.

Typically account administration may include:

- Creation of new End User accounts
- Deletion of End User accounts
- Changes to End User account configuration
- Password administration

### **Integrated Asset Management**

The Service Desk will provide management and control of the Asset Management, enabling details of the customer's I.T. assets to be recorded and reported upon. Automated tools are implemented optionally to gather asset data and feed into the database ensuring that the database is accurate.

Optional elements to this service include:

- (a) The start of full asset life-cycle management. We use electronic auto-discovery and manual tools to audit the Customer's infrastructure (IT and non-IT), and then clean and organize the data to provide a current snapshot of your asset base
- (b) Inventory Management – Basic asset information. What the asset is, where it is located and who is using it
- (c) Asset Configuration – Details of the configuration of the asset, including memory size, hard disk size, installed software etc
- (d) Warranty Management – Details of any warranty pertaining to the asset
- (e) Lease Management – Details of any lease arrangement pertaining to the asset
- (f) Software License Management – Management of installed software against purchased licensed software

### **Integrated Change Management**

The Service Desk delivers management of the change process to ensure that only authorized changes to the customer estate are carried out. The change process is used to manage any change from simple to complex.

### **Service level reporting**

The Service Desk toolset will provide service level reporting on call reception, Incident and Change Management service levels. Fujitsu has developed a standard set of reports for these services.

### **Service analysis**

The Service Desk is able to provide analysis on Incident profiles, demand types, trends, training needs etc. Some of this activity is carried out as part of the Core Service to enable ongoing service development and improvement; however the Service Desk can offer an additional service to provide required analysis to the customer.

## ***Levels of Service***

Fujitsu will agree the levels of service with the Customer. Fujitsu's tailored solution kit allows a service solution appropriate to the customer to be designed.

### **Service Hours**

Fujitsu Service Desk can be available to the Customer through any pre-agreed period of Service Hours. Fujitsu will tailor its solution to meet the Customer's requirement. Typical examples are:

- 0800-1800 Monday to Friday (excluding local holidays)
- 0800-1800 Sunday to Saturday (including local holidays)
- 24 hours a day, 7 days a week, 365 days a year

Fujitsu is also able to provide, at reasonable notice (as contractually agreed), additional hours of cover to those agreed as part of the standard service.

### **Service Levels**

Fujitsu Service Desk is designed to achieve or manage the achievement of a number of service levels. Typically these will include:

- Call Reception Responsiveness - % of telephone calls answered within a predefined period
- Call Reception Responsiveness - % of telephone calls abandoned prior to answering
- First Call/Line Resolution - % of incidents resolved first call/line
- Incident Resolution - % of incidents resolved within pre-defined periods
- Change Request Completion - % of Change Requests completed within pre-defined periods

## ***Service Options***

The following additional options may be purchased as part of the Service Desk:

- Additional Reporting
- Extended Service Hours
- Disaster Recovery for the Service Desk
- The Service Desk forms part of a much greater service portfolio available to the customer. This service portfolio may also include, but is not limited to:
  - Enterprise Services Management and Support
  - Network Services Management and Support
  - Applications Management and Support
  - Hardware Maintenance and Break-Fix

## ***Documentation***

None specific.

## ***Reporting***

Standard reports are electronically produced and available. Standard reporting periods tend to be monthly but are as agreed with the Customer. The standard reports include:

**Telephony**

- Calls offered
- Calls answered
- Number of calls answered within an agreed response time
- Average time to answer
- Average call duration

**Incident**

- Incident resolution against service level
- Incident failing service level detail report
- Open incident age analysis
- First time fix incident report

These reports may be broken down by severity, location, affected asset etc. as required.

**Change**

- Change completion against service level
- Changes failing service level detail report

***Service Limitations***

None-specific. These will be agreed with the Customer on a case-by-case basis.

***Dependencies***

The Service Desk relies upon a full Enterprise Services solution being delivered in addition to the Core Service detailed above. The following needs to be agreed with the customer in order to determine the price of the service:

- Service Opening hours
- Agreement of telephony route between Customer and the Service Desk
- Response times for telephone calls and e-mails
- Entitlement to service parameters.
- Requirements and deliverables of Problem Management
- Escalation Processes
- Reporting Frequency

***Customer Responsibilities***

The Customer shall provide relevant data to enable full functionality of Incident Management, Change Management and Asset Management systems. This data includes the Customer contact details, locations, departments, business units etc. The Customer is responsible for costs associated with incoming telephone calls. The Customer is responsible for providing authorization routes for (or agreeing processes for) RFC's and Systems Access Requests. The Customer shall provide to Fujitsu

such Customer specific access to support services, data feeds, reference software, manuals and documentation relating to the service as is reasonably required by Fujitsu in the provision of the services. The Customer shall provide comprehensive up to date training and manuals in respect of:

(a) Customer induction training to all Service Desk staff who will provide the service (b) Training in the Customer’s products and services, relating to the Service Desk, to all staff who will provide the Service Desk service, on a train the trainer basis The Customer shall establish a process for providing Fujitsu with a flow of information required by Fujitsu for the planning and provision of services. The Customer shall agree key processes with Fujitsu.

## Exclusions

None specific.

## Definitions

**“Asset Management”** means the management and maintenance of an asset database of the Customer’s distributed IT infrastructure containing hardware, software, location and ownership details.

**“Asset Management System”** is an electronic application and database system for recording, tracking and managing details of IT assets.

**“Core Service”** means the minimum level of services to be provided within the Service Desk as defined within this document.

**“Request for Change”** means a request to change a service being delivered by Fujitsu Services to the Customer. This may range from an action on a single item of I.T. equipment through to a roll out across a whole Customer’s estate.

**“Change Management”** means a service that receives and manages authorized changes to the Customer’s IT infrastructure through the development and operation of an RFC Management process.

**“Change Management System”** is an electronic application and database system for recording, tracking and managing Customer or Fujitsu raised Change Requests (RFCs).

**“Service Desk”** It is a full service solution containing Helpdesk and a number of other service elements including Asset Management and Change Management. Any Service Options agreed to be provided by Fujitsu Services to the Customer. It may include any Service Options agreed to be provided by Fujitsu to the Customer.

**“Incident”** means an unexpected event which impacts on the End User’s service.

**“Incident Management”** means the management of any Incident through to closure.

**“Incident Management System”** is an electronic application and database system for recording, tracking and managing incidents (e.g. faults, requests for advice/guidance) raised either by the Customer or via enterprise management tools.

**“RFC”** means a Request for Change issued either by the Customer or by Fujitsu.

**“Service Hours”** means the period of time during which the Service Desk is provided as agreed and defined in the Contract.

**“Systems Access Requests”** means a request for access to a network issued either by the Customer or by Fujitsu.



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**“End User”** means the person who uses the Customer’s services on a day-to-day basis.

## **MAINTENANCE SERVICE**

### ***Service Description***

Fujitsu provides support service for hardware faults on specified Equipment. Support can be done via telephone or onsite service.

The service is initiated by a telephone call to a service point designated by Fujitsu. The Service point is normally available 24 hours per day but the hardware maintenance service will only be delivered during Covered Hours.

### ***Core Service***

This Service is designed to utilize Fujitsu engineers to resolve hardware faults on the Customer's Equipment.

The Service consists of:

- Logging of Customer Service Requests with Fujitsu within the scope of the Service provided.
- Where appropriate, an initial call back from a Fujitsu representative to further assess the cause of the problem.
- Where appropriate, dispatch by Fujitsu of an appropriately skilled engineer to the Equipment location.
- Resolution of the reported Incident.
- Closure of the Incident with the User or Customer Helpdesk as described in the Service Schedule.

Service Requests: Call off of the support will be instigated by the user by reporting an incident directly to Fujitsu or through the Customer Helpdesk.

Once the Customer Helpdesk has deemed that the reported Incident requires an engineer to attend the Equipment location, the Customer Helpdesk will log an Incident with the Fujitsu Service Desk.

Incident reporting: The Customer or the Customer Helpdesk may call the Fujitsu Service Desk 24 hours x 7 days to log requests for assistance on problems. Problems may also be reported to Fujitsu via Voice, Fax. Calls will only be acted upon during Covered Hours on an end of next day Call to Fix.

Ring Back by Fujitsu: An initial ring back to the User may be necessary and will typically be made by Fujitsu within 60 minutes of Incident logging within Normal Working Hours.

Dispatch of Fujitsu engineer: If the Problem is not then resolved remotely an engineer will be dispatched to the Equipment location in order to meet the Service Level defined within the Service Schedule to effect a Resolution.

Resolution of Incident: If Resolution has not been achieved remotely then the Fujitsu engineer will attend site with the aim of achieving Resolution. The Fujitsu engineer shall repair or replace the Hardware, as the engineer deems appropriate.

Closure of the Incident: Once Resolution has been achieved then the Incident will be closed in accordance with the procedure documented in the Service Schedule, or if no such procedure is documented then in accordance with the Fujitsu Incident Management Processes.

### ***Levels of Service***

- The Customer or the Customer Helpdesk may report Incidents 24 hours x 7 days. Reported Incidents will only be acted on during Normal Working Hours on an end of next day Call to Fix.

### ***Service Options***

The following supplementary components may be added to the Core Service at additional charge:

- Covered Hours extended to 24 hours x 7 days, including public holidays.
- Statistical reporting from a standard suite of reports or tailored to Customer requirement.
- Management of spares provided by the Customer.
- On-site Engineer. Where agreed, Fujitsu will establish an engineer at the Customer's premises.
- Disc Rebuild Service either on or off site. The Disc Rebuild Service means the recovery of both the Operating System and Application.
- Initial Problem investigation for Users without a Customer Helpdesk
- Preventative Maintenance.
- Enhanced service levels:
  - Same day call to fix
  - 8 hour call to fix
  - 4 hour call to fix

The details of any Service Options chosen by the Customer will be contained within the Service Schedule.

### ***Documentation***

Fujitsu will supply to the Customer:

- Documentation providing audit trails of actions taken by engineers attending an Incident.

## ***Reporting***

None specific

## ***Service Limitations***

During execution of the service, Fujitsu may install a replacement item of hardware, in which event the replacement part will bear a serial number different from the original. Where the Equipment is out of warranty Fujitsu may install a non-manufacturer replacement part. The part will, as a minimum, be of equivalent specification.

Where Fujitsu replaces an item of Hardware then the removed item will become the property of Fujitsu and the item installed shall become the property of the Customer.

Fujitsu may conduct an audit of the Equipment and the Equipment configuration. The scope of the audit will be at Fujitsu's discretion. Should the list of the Equipment in the contract be incomplete then Fujitsu reserves the right to revise the service charge to include the omitted items and may defer the start date of the Service. Should the audit reveal that the Equipment is in need of major remedial action to bring it to a supportable state, then Fujitsu reserves the right to defer the start date until the Customer has taken remedial action.

## ***Dependencies***

The Customer will supply to Fujitsu:

- Schematics detailing system configuration.
- Manuals for proprietary Applications.
- Site access policy.

Fujitsu will return all such documentation at the expiry of the contract, upon request.

## ***Customer Responsibilities***

In order for the Service to be provided by Fujitsu the Customer shall:

- Undertake the care and protection of Equipment, including cleaning and preventative maintenance actions in accordance with the manufacturer's recommendations.
- Ensure that the Equipment is operating within the manufacturer's guidelines.
- Ensure that service requests are for Incidents caused by a Problem in the contracted Equipment.
- Report problems to Fujitsu in sufficient detail for Fujitsu to determine the most likely cause of the Problem, including providing full details of the Equipment configuration.
- Undertake data recovery where the fault has resulted in the exchange of a storage mechanism. (Does not apply where option for Disc Rebuild Service is taken).
- Make the Equipment available to the visiting Fujitsu engineer at the time of the engineer's arrival.

- If the Disc Rebuild Service is taken as a Service Option, then make available the Operating System on suitable media upon request.
- At the time that an Incident is initially reported the Customer shall provide information relating to the Equipment as reasonably requested by Fujitsu, to enable Fujitsu to reclaim any applicable warranty from the Equipment manufacturer. Unless it is specifically stated in the description of applicable charges that charges do not depend on Fujitsu's ability to recover warranty, then if the Customer does not provide the required information Fujitsu shall be entitled to make an additional charge equivalent to the amount of the warranty that Fujitsu would otherwise have been able to reclaim.

The Customer's representatives contacting Fujitsu shall:

- Be familiar with the Equipment, and if the Disc Rebuild Service is requested, the Operating System and Application
- Be able to provide detailed information, if required.

### **Exclusions**

The Service does not include support for Equipment that:

- Have restricted physical access.
- Are in a hazardous area.

Fujitsu reserves the right to make a charge in accordance with Fujitsu's standard rates and scales in force at the time for costs incurred for the supply of parts and/or labor resulting from work incurred in response to Incidents reported by the Customer, which Fujitsu considers unreasonable, including but not limited to:

- Coffee spills or other foreign substances damaging the Equipment.
- Presence of paper clips, coins, floppy disc metal sliders in the Equipment.
- Any damage owing to installation, accident or misuse by the Customer or Third party not nominated by or representing Fujitsu.
- Any damage owing to fire, water, burglary, power failure lightning strike.
- Any damage owing to the use of media, consumables, paper etc. which is not to the manufacturer's specification.
- Problems due to a computer virus.
- Intervention to restore access to the Equipment or Operating System due to lost or unavailable passwords.
- Location or Equipment details incorrectly provided.
- Failure due to missing Equipment.
- Paper jams.
- Equipment found by the Fujitsu Engineer to be fully operational.
- Failure to make the Equipment available to the Fujitsu Engineer on arrival.

Repair of cables is not included in this service unless included in the Service Schedule.

Fujitsu will not be liable for costs, including telecommunication cost incurred by the Customer in connection with this Service.

Fujitsu accepts no responsibility for any Equipment not listed in the Schedule of Equipment that may require removal from the system for the purpose of executing the Service. Fujitsu reserves the right to charge for work undertaken on a reported Problem if the unlisted Equipment is found to be faulty.

The Service does not include replacement or repair of:

- Mouse.
- Removable storage media.
- Software.
- Batteries.
- Printer Consumables including but not limited to:
  - Customer replaceable print heads.
  - Drums.
  - Toner and toner cartridges.
  - Developers.
  - Fusers.
  - Corona wires.
  - Stationary.

The service does not include:

- Software support.
- Service for Equipment beyond its reasonable working life.
- Spare parts that are no longer available.

## ***Definitions***

**“Application”** means the software installed to provide specific functions, as defined in the Service Schedule.

**“Call to Fix”** means the time elapsed between an Incident being reported to Fujitsu and it being resolved.

**“Call to Response”** means the time elapsed between an Incident being reported to Fujitsu and the arrival on site of a Fujitsu engineer or nominated representative.

**“Covered Hours”** means the time during which an engineer will analyze Problems, or attend site.

**“Customer Helpdesk”** (“the Helpdesk”) means the contact point provided by the Customer for the User.

**“Equipment”** means Hardware such as Server, Storage, Network and other items, as defined in the Service Schedule.

**“Fujitsu Service Desk”** means the Fujitsu contact point as identified in the Service Schedule.

**“Hardware”** means the constituent units or component parts within the Equipment, as identified in the Service Schedule.

**“Incident”** means the record created detailing the problem as reported by the User.



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“**Normal Working Hours**” means 08:30 to 18:30 Monday to Saturday excluding holidays.

“**Problem**” means the failure or error in any item of Hardware that has been reported to the Fujitsu Service Desk.

“**Resolution**” means the rectification of the Problem either remotely by Fujitsu or on site by the Fujitsu engineer.

“**Service Level**” means the level of service selected by the Customer and documented in the Service Schedule.

“**Service Schedule**” means a tailored document that defines the details of the service to be delivered (the Service), including some or all of the following: the Service Level, location and details of Equipment, Service Options.

“**User**” means the person nominated by the Customer to liaise with the attending engineer and explain the nature of the Problem – normally the person who operates the Equipment.

### CHANGE HISTORY

Version No.	Issue Date	Modified By	Description of Changes	Approved By	Change Ref. No.
1.00	10-26-2007	Stanley Payte	Initial Release	Larry Galang	(For future use after the initial release)