



MANAGED HELP DESK SERVICE V2 - SERVICE GUIDE

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1 SERVICE OVERVIEW

InterVision Managed Help Desk service is a 24x7 remote end user support service with options available including on site, hardware depot, and custom application support. It is designed to handle the most common issues an end user may face while keeping the endpoint patched and virus free. By deploying our monitoring, remote access, patching and anti virus agents on all supported workstations, InterVision engineers can remotely manage the end user's PC and resolve their issues in a timely manner.

The service is designed for two types of customers.

- Small to medium businesses without full time IT staff: When combined with on-site, network, and server managed services an entire IT solution can be managed.
- For large enterprises: Offloading phone based support, anti virus, and patching will free up existing IT staff to work on more strategic initiatives core to your business while improving the end user experience by lowering wait times and adding 24x7 service.

1.1 SERVICE REQUEST PRIORITIES

	P1	P2	P3	P4
Priority Description	Critical	High/Urgent	Medium	Low

Urgency vs Scope	Company	Location or Department	Individual
<i>Unable to access Domain or Device</i>	1	1	1
<i>Mission critical service unavailable</i>	1	1	2
<i>Unable to complete normal work</i>	1	2	2
<i>Unable to complete normal work (work around available)</i>	2	2	3
<i>Interferes with normal completion of work</i>	3	3	3
<i>Would assist with the completion of work</i>	4	4	4

2 ROLES AND RESPONSIBILITIES MATRIX

	Client	Inter Vision	Notes
General			
24x7x365 support via Phone and Customer Portal		X	
Unlimited remote support		X	



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	Client	Inter Vision	Notes
Limited 3rd party application installation		X	List includes commercial off the shelf software that is common across most of our customers. Supported application list may change at any time. Current list includes but not limited to: WebEx Meetings, Webex Teams, Slack, Zoom, Chrome, Firefox, Adobe Acrobat Reader, and Confluence.
Application installation	X	Optional	Available with custom application support
On-site support	X	Optional	Available with on-site support services, or time and materials
Hardware deployment, repair, replacement, redeployment	X	Optional	Available with on-site support services, hardware depot services, or time and materials
User Move, Add, Changes and Deletes			
User creation and deactivation, addition/removal from groups as requested		X*	Customer must provide appropriate access to Active Directory, Office 365 or Azure AD as appropriate. Customer must supply existing user profile to copy for new users.
Exchange Online Distribution list, Contact, and Mailbox Move, Add, Changes and Deletes		X*	Customer must provide appropriate access to Office 365
Office 365 license assignment to new or existing users		X*	Customer must provide appropriate access to Office 365
InterVision Customer Support Portal user account setup		X*	If InterVision provisions user in Office 365, Azure AD, or Active Directory, InterVision will provision a user account in our customer portal for the user. If customer is provisioning user account, customer must provision user account in the InterVision support portal. Single Sign on with automatic Just in Time user account provisioning available if the customer can support SAML single sign on.
Endpoint Incident Management			
Issue Triage		X	



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	Client	Inter Vision	Notes
Proactive monitoring and response (Disk space, predictive hard drive failure, service stopped, etc)		X	
Windows and Apple MAC Operating System Support		X	
Microsoft Office Application Suite Support		X	
Limited 3rd party application support		X*	List includes commercial off the shelf software that is common across most of our customers. Supported application list may change at any time. Current list includes but not limited to: WebEx Meetings, Webex Teams, Slack, Zoom, Chrome, Firefox, Adobe Acrobat Reader, and Confluence.
Application launch issues		X*	InterVision will make a best effort to ensure any installed application launches
Password reset		X*	Customer must provide appropriate access to Active Directory, Office 365 or Azure AD as appropriate
Access to VPN, WiFi, and Ethernet networks		X*	Customer owned networks are fully supported. Best effort on other networks (ie Home WiFi, etc).
Printer Support		X*	Customer owned printers are fully supported. Best effort on other printers (ie personal printers). Only printing functions supported for personal printers (No scanning or faxing).
Data Backup	X	Optional	Available with Endpoint Backup services
Data Restore	X	Optional	Available with Endpoint Backup services
Application use issues	X	Optional	Available with custom application support
Application Account Provisioning	X	Optional	Available with custom application support



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	Client	Inter Vision	Notes
Endpoint Patch Management			
Automated Windows and Mac operating system patch management (critical security patches) for workstations		X	
Automated Patching Summary monthly report		X	
Failed patch remediation		X	
3rd party application patching		X*	Common 3rd party applications supported. Supported list may change at any time.
Patching more than monthly or out of band patching	X	Optional	Available via time and materials
Motherboard BIOS firmware upgrade	X	Optional	Available with on site services or time and materials
Operating system upgrade	X	Optional	Available with on site services or time and materials
Endpoint Anti Virus Management			
Basic Anti Virus Agent		X	InterVision supplied agent only.
Virus Detected Alerting, Ticketing, and Response		X	InterVision supplied agent only.
Anti Virus Monthly Report		X	InterVision supplied agent only.
Basic Malware and virus mitigation		X*	InterVision will provide best effort to quarantine and remove viruses and malware. If unable to safely clean endpoint, InterVision will recommend an OS reinstall. Does not include virus, malware, or ransomware on more then one machine at a time. InterVision not responsible for data loss.



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	Client	Inter Vision	Notes
Advanced Anti Virus and Anti Malware Agent		Optional	Available with Managed Endpoint Protection Service
Ransomware, Malware and Anti Virus outbreak response	X	Optional	Available via time and materials
Mobile Device Incident Management			
Corporate Email access		X	
Microsoft Office application Suite including Outlook mobile		X	
Multi Factor Authentication Setup		X	
WiFi Access		X	Customer owned networks are fully supported. *Best effort on other networks (Home WiFi, etc).
Mobile Device Management (MDM)	X	Optional	Available with Mobile device management services. An additional scope of work will be provided for MDM support.

* Some limitations may apply as noted in the notes to the right. for items noted with best effort support, this is defined in the definitions section below.

3 SERVICE DESCRIPTION

3.1 GENERAL

3.1.1 24X7X365 SUPPORT VIA PHONE AND CUSTOMER PORTAL

InterVision will provide support 24 hours a day, 7 days a week, 365 days per year via phone and our customer portal to customer covered end users and their covered end points. All support will be provided remotely over the phone.

3.1.2 UNLIMITED REMOTE SUPPORT

This product includes an unlimited number of customer contacts.



3.1.3 LIMITED 3RD PARTY APPLICATION INSTALLATION

InterVision will install applications from our currently supported application list at the request of end users via automated deployment or manually via remote control of the users desktop. This service is request based and does not include deploying new applications automatically to groups of users.

3.2 USER MOVE, ADD, CHANGES AND DELETES

3.2.1 USER CREATION AND DEACTIVATION, ADDITION/REMOVAL FROM GROUPS AS REQUESTED

At the request of a customer admin or change approver, InterVision will provision new users, delete users or modify user group assignment in Office 365, Active Directory, or Azure as necessary. New user creation requires a user to copy, such as another person in a similar role or a generic template account.

3.2.2 EXCHANGE ONLINE DISTRIBUTION LIST, CONTACT, AND MAILBOX MOVE, ADD, CHANGES AND DELETES

At the request of a customer administrator or change approver, InterVision will move, add, change, or delete Exchange Mailboxes, Distribution lists, Contacts.

3.2.3 OFFICE 365 LICENSE ASSIGNMENT TO NEW OR EXISTING USERS

At the request of a customer administrator or change approver, InterVision will assign Office 365 licenses to user accounts.

3.2.4 CUSTOMER PORTAL USER ACCOUNT SETUP

InterVision will provision InterVision portal accounts for new users while provisioning new user accounts. If customer retains the user creation function, they must create a user account for the end user via the InterVision customer portal.

3.3 ENDPOINT INCIDENT MANAGEMENT

3.3.1 ISSUE TRIAGE

Based on a phone call, portal ticket, or monitoring agent alert, InterVision will triage, assign a priority, and determine if the responsibility with remediation lies with InterVision or Customer. If the the issue is determined not supported under the customers contract, the issue will be forwarded to the appropriate contact at the customer. All issues will be documented in InterVision's ticketing system and customer portal.

3.3.2 PROACTIVE MONITORING AND RESPONSE (DISK SPACE, PREDICTIVE HARD DRIVE FAILURE, SERVICE STOPPED, ETC)

InterVision will deploy agents to each supported windows or mac os endpoint for monitoring and remote access. InterVision will respond to alerts generated by the monitoring agents and determine if action is necessary to proactively avoid downtime caused by things such as a full disk, stopped services, etc. InterVision will proactively remediate remotely and contact the customer as necessary.



3.3.3 WINDOWS AND APPLE MAC OPERATING SYSTEM SUPPORT

InterVision will support end users with all Windows and Apple MAC operating system issues. This includes general usage, repair, etc.

3.3.4 MICROSOFT OFFICE APPLICATION SUITE SUPPORT

InterVision will support the installation and usage of the Microsoft Office suite of applications. The version installed must be supported by Microsoft at the time of the request.

3.3.5 LIMITED 3RD PARTY APPLICATION SUPPORT

InterVision will support applications from our current supported applications list. The application list includes common 3rd party commercially available off the shelf software. The supported list of applications can change at any time. Please request our currently supported list.

3.3.6 APPLICATION LAUNCH ISSUES

InterVision will assist supported end users on supported endpoints with applications that fail to start/launch.

3.3.7 PASSWORD RESET

InterVision will reset users passwords after authenticating they are a valid contact. Password reset requests can only be made via phone.

3.3.8 ACCESS TO VPN, WIFI, AND ETHERNET NETWORKS

InterVision will assist users with access to VPN, WIFI or Ethernet networks. Networks inside customer buildings are fully supported and InterVision will take all necessary action to ensure access can be obtained. InterVision will install VPN agents provided by the customer. InterVision will provide all support from the end point. Optional support from the WIFI AP, Network Switch, Router or VPN concentrator available.

InterVision will make a best effort to support users with access to networks outside the office (IE Homes, coffee shops, airports).

3.3.9 PRINTER SUPPORT

InterVision will assist users with the usage of printers including installing drivers, print queue issues, etc. Printers owned by the customer are fully supported. Personal printers at home or while travelling are given best effort support.

3.4 ENDPOINT PATCH MANAGEMENT

Endpoint patching is included with each Windows or Mac supported.

3.4.1 AUTOMATED WINDOWS AND MAC OPERATING SYSTEM PATCH MANAGEMENT (CRITICAL SECURITY PATCHES) FOR WORKSTATIONS

InterVision will deploy a patch management agent to each supported Windows and Mac workstation. InterVision will ensure the workstation receives critical security patches monthly. After Microsoft releases new patches,



InterVision will review and vet released patches and schedule them to be deployed per a mutually agreeable schedule. FIXME: review

3.4.2 AUTOMATED PATCHING SUMMARY MONTHLY REPORT

InterVision will provide monthly reports showing workstations that are in and out of compliance.

3.4.3 FAILED PATCH REMEDIATION

InterVision will remediate any critical security patches that failed to install properly install to ensure the workstation is protected from security vulnerabilities.

3.4.4 3RD PARTY APPLICATION PATCHING

InterVision will ensure our list of supported 3rd party applications are patched regularly.

3.5 ENDPOINT ANTI VIRUS MANAGEMENT

Basic anti virus services for Windows and MAC are included with each endpoint supported. Advanced Anti Virus, Malware and Ransomware protection is available as an optional service.

3.5.1 BASIC ANTI VIRUS AGENT

InterVision will deploy a real time anti virus agent to each supported workstation.

3.5.2 VIRUS DETECTED ALERTING, TICKETING, AND RESPONSE

InterVision will monitor and remediate issues reported by our anti virus agent including: Virus detected, virus quarantined, agent stopped, agent virus definitions not up to date, etc.

3.5.3 ANTI VIRUS MONTHLY REPORT

InterVision will provide monitor anti virus status reporting.

3.5.4 BASIC MALWARE AND VIRUS MITIGATION

InterVision will remediate viruses and malware detected by our agent. InterVision will attempt to clean and remove any virus detected. Should InterVision be unable to remove the virus the workstation must be formatted and reinstalled. Service does not include multiple machines that are infected or ransomware. InterVision is not responsible for data loss.

3.6 MOBILE DEVICE INCIDENT MANAGEMENT

End users with a supported a Windows or Mac also receive mobile device support as outlined below. Supported devices include devices running Apple iOS and Android. The hardware and software must be considered supported, not end of life, and eligible for security updates to be supported under this contract. Devices may be corporate owned or BYOD. Only one device will be supported per end user.



3.6.1 CORPORATE EMAIL ACCESS

InterVision will assist users in configuring their phone to access their corporate email account.

3.6.2 MICROSOFT OFFICE APPLICATION SUITE INCLUDING OUTLOOK MOBILE

InterVision will assist users in installing and using the Microsoft office suite on their mobile device including Microsoft Outlook for IOS and Android.

3.6.3 MULTI FACTOR AUTHENTICATION SETUP

InterVision will assist users in installing and use Multi Factor authentication apps including Microsoft Authenticator and Google Authenticator.

3.6.4 WIFI ACCESS

InterVision will provide assistance in connecting mobile devices to customer owned networks. Connection to other networks will be provided as best effort.

3.7 OPTIONAL SERVICES

These services are not included and are quoted separately to compliment your endpoint service.

3.7.1 ON SITE SERVICES - TIME AND MATERIALS

InterVision can send personal on site on a time and materials basis. Time and material rate is \$160 per hour with a one hour minimum within 30 miles of an InterVision support staffed location. Nationwide coverage is available for an additional fee.

3.7.2 ON SITE SERVICES - DEDICATED ON SITE

InterVision can provide on site personnel part or full time.

3.7.3 CUSTOM APPLICATION SUPPORT

InterVision can support your custom software or uncommon off the shelf software for an additional fee.

3.7.4 HARDWARE DEPOT SERVICES

InterVision can stock hardware, ship it out pre configured to new employees, receive repair and return broken hardware, and receive hardware from terminated employees and redeploy it to new employees.

3.7.5 ENDPOINT BACKUP

InterVision can back up workstations and servers to our data center or the cloud.

3.7.6 MOBILE DEVICE MANAGEMENT

InterVision can deploy InTune or other MDM solutions to desktops and mobile devices.



4 CUSTOMER REQUIREMENTS

Customer Requirements

To allow for successful delivery of services, customer responsibilities include:

- All devices, operating systems, and applications supported must be appropriately licensed, running currently supported versions, and must not be considered end of life.
- Provide appropriate access to Active Directory, Office 365, and Azure AD as necessary to provide services.
- Provide on site personnel to handle issues that can not be supported remotely, unless optional on site or time and material services are purchased.
- Providing computing resources to run InterVision's remote access and monitoring tools inside the customers environment, as required. (IE to access Active Directory management tools)
- Provide a distribution list of Customer contacts to receive proactive notifications and reports.

5 SERVICE ACTIVATION

InterVision employs a structured process to help ensure a smooth transition to Managed Infrastructure and Monitoring services. Our Project Management Office (PMO) owns the process with the Onboarding Engineer (OE), holding the ultimate responsibility and serving as the single point of contact (SPOC).

5.1 STEPS TO ACTIVATE SERVICE

1. Data gathering
 - a. Customer service manual
 - b. Help Desk order form
2. Install InterVision provided agents onto each supported workstation
3. Verify supportability of end user device
4. Determine issues and next steps with onboarding for client to review
5. Complete onboarding
6. Confirm number of devices onboarded matches service order (true up)
7. Setup customer admin account on portal
8. Training on portals
9. Go live with End Point Help Desk
10. Project Close out

6 SERVICE DELIVERY

6.1 SERVICE LEVEL AGREEMENT (“SLA”) FOR HELP DESK

InterVision will use commercially reasonable efforts to meet the following service level objectives for Incidents relating to the Help Desk covered devices when applicable per the standard level of service. Support services that are not covered by this SLA, including custom features will be handled on a best effort basis unless otherwise specified.

The SLA counter will not be running should a customer not be available for resolution.

SLA Metric	Priority 1	Priority 2	Priority 3	Priority 4
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Respond within:	0.3 hours	0.5 hours	4.0 hours	4.0 hours
Resolved within:	4.0 hours	24.0 hours	48.0 hours	120.0 hours

Refer to the work order for additional SLA details and definitions. In the case of conflict in SLA between this document and the Work Order, the Work Order will prevail.

6.2 SERVICE CONTACT METHODS

Customers may create incidents and contact the Operations Center (OC) in two ways:

1. Phone: (314)-392-6907 or (800) 731-7096
2. Customer Portal: <https://support.hostedcafe.com>

Customer must contact InterVision via phone for P1 or P2 issues.

7 DEFINITIONS

End User - A user supported under this contract using a Endpoint supported under this contract

Workstation - A Desktop, Laptop or Workstation covered under this contract

Endpoint - A desktop, laptop or mobile device covered under this contract

Best Effort Support - InterVision will make an effort to support a user, end point, or application under best effort support but will not escalate issues to 3rd parties or spend an excessive amount of time attempting to remediate an issue. Excessive amount of time is defined at InterVision's sole discretion. Best Effort Support is limited to specific items under this contract.

Incident management - The process responsible for managing the lifecycle of incidents.

Priority - The category that defines the relative importance of an incident and is based on the event's impact and urgency.

Root cause - The most basic reason for an undesirable condition or problem, which, if eliminated or corrected, would prevent the problem from existing or occurring.

Customer Contact - A phone call, email or ticket from a customer.

