



# MANAGED HELP DESK SERVICE V3 - SERVICE GUIDE

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Last Modification Date: 11/27/2024  
Exported and Shared on: 11/27/2024

*For additional information, visit [www.intervision.com](http://www.intervision.com)*

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## 1 OVERVIEW

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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 endpoints patched and virus free. By deploying our monitoring, remote access, and patching 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 technical support, patching, and additional support services\* 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.

\*Additional services are available through other service offerings, such as security, backups, networking, and servers.

## 2 SERVICE DESCRIPTION

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### 2.1 SERVICE DETAILS

InterVision's Managed Help Desk service offers management and monitoring of devices and software according to the agreement between the customer and InterVision, to aid in resuming normal operations. Additional requests above and beyond will be based upon Time and Material expense to the customer, with no SLA. The Customer will provide all device information for InterVision to enable monitoring and to discover the contracted devices. This information includes, but is not limited to network diagrams, site information, circuit information and Customer Vendors, Letters of Agency, and current software levels.

Additionally, to enable certain features of the service such as password resets require access to a customer environment. A server or additional desktop with administration tools may be required to be placed under the Help Desk contract.

The Customer will install InterVision tools on the desktops being supported and allow for its remote access.

Coverage for devices not under agreement is ineligible for support of any type. All devices being supported must be at current versions of the Operating System (OS) as specified by the vendor, in working order and be appropriately licensed.

Following the ITIL Service Management model, incidents are processed by InterVision's Operations Center based on priority, type, and other factors. All Incident Tickets are customer facing and include detailed notes regarding the service provided. Customers have access to the Ticketing Portal where they can review notes, add notes, and upload documents to be added to tickets. Customers can also request ticket closure. Proper Ticket Handling documentation will be provided during onboarding.

### 2.2 SERVICE REQUEST PRIORITIES

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



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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

### 3 ROLES AND RESPONSIBILITIES MATRIX

	Client	Help Desk	Extended Services
<b>General</b>			
24x7x365 support via Phone and Customer Portal		X	
Limited 3rd party application installation/support to end users		X	
Limited 3rd party Application installation/support to groups of users			X
On-site support	X		X
Hardware deployment, repair, replacement, redeployment	X		X
<b>User Move, Add, Changes and Deletes</b>			
User creation and deactivation, addition/removal from groups as requested		X*	
Exchange Online Distribution list, Contact, and Mailbox Move, Add, Changes and Deletes		X*	
Microsoft 365 license assignment to new or existing users		X*	



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<b>Endpoint Incident Management</b>			
Issue Triage – initial diagnostics / diagnostics (do we have everything to work this case)		X	
Proactive monitoring and response		X	
Windows and Apple MAC Operating System Support		X	
Microsoft Office Application Suite Support		X*	
Microsoft Office Application Suite Functionality Support			X
Password reset		X*	
Access to VPN, WiFi, and Ethernet networks		X*	
Printer Support		X*	
Data Backup and Restore	X		X
<b>Endpoint Patch Management</b>			
Automated Windows operating system patch management for workstations		X*	
Automated Patching Summary monthly report		X	
Failed patch remediation			X
3rd party application patching	X		X
Motherboard BIOS firmware upgrade	X		X
Operating system upgrade	X		X
<b>Endpoint Security</b>			
Basic Malware and virus mitigation		X*	
Advanced Anti-Virus and Anti Malware Agent			X



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Ransomware, Malware and Anti-Virus outbreak response	X		X
<b>Mobile Device Incident Management</b>			
Corporate Email access		X	
Microsoft Office application Suite including Outlook mobile		X	
Multi Factor Authentication Setup		X	
Mobile Device Management (MDM)	X		X

\* Some limitations may apply as noted in the Service Descriptions below.

## 4 SERVICE DESCRIPTION

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### 4.1 GENERAL

#### 4.1.1 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 support portal for customer covered end users and their end points.

#### 4.1.2 LIMITED 3RD PARTY APPLICATION INSTALLATION

InterVision will install applications at the request of end users via automated deployment or manually via remote control of the user's desktop. This service is request based and does not include deploying new applications automatically to groups of users.

List includes commercial off the shelf software and company specific software with a detailed process and centralized installation location. Supported applications list may change at any time.

#### 4.1.3 ONSITE SUPPORT

InterVision can send 3rd party personnel on site on a time and materials basis nationwide with a two hour minimum.

#### 4.1.4 HARDWARE DEPLOYMENT, REPAIR, REPLACEMENT, REDEPLOYMENT

Available with on-site support services, hardware depot services, or time and materials.



## **4.2 USER MOVE, ADD, CHANGES AND DELETES**

### **4.2.1 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 Microsoft 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 or provide detailed list of permissions and access requirements.

Customer must provide appropriate access to Active Directory, Microsoft 365 or Entra ID as appropriate.  
Customer must supply existing user profile to copy for new users.

### **4.2.2 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.

Customers must provide appropriate access to Microsoft 365.

### **4.2.3 MICROSOFT 365 LICENSE ASSIGNMENT TO NEW OR EXISTING USERS**

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

Customers must provide appropriate access to Microsoft 365.

## **4.3 ENDPOINT INCIDENT MANAGEMENT**

### **4.3.1 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 issue is determined not supported under the customer's 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.

### **4.3.2 PROACTIVE MONITORING AND RESPONSE**

InterVision will deploy agents to each supported Windows or Mac OS endpoint for monitoring and remote access if Active Directory or MS InTune is available. Manual installation assistance will be billed at current professional services rates. InterVision will respond to alerts generated by the monitoring agents and determine if action is necessary. InterVision will proactively remediate remotely and contact the customer as necessary.

### **4.3.3 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.



#### **4.3.4 MICROSOFT OFFICE APPLICATION SUITE SUPPORT**

InterVision will support the installation and start/launch of the Microsoft Office Suite of basic applications and ensure the applications are working as expected, but limited support inside the application (permissions, sizing, etc).

The version installed must be supported by Microsoft at the time of the request.

#### **4.3.5 MICROSOFT OFFICE APPLICATION SUITE FUNCTIONALITY SUPPORT**

InterVision will not support the functionality of Microsoft Office applications except through Vendor or paid InterVision professional services engagement.

#### **4.3.6 PASSWORD RESETS**

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

Customer must provide appropriate access to Active Directory, Microsoft 365 or Entra ID as appropriate

#### **4.3.7 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).

#### **4.3.8 PRINTER SUPPORT**

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

Only printing functions supported for personal printers (No scanning or faxing).

#### **4.3.9 DATA BACKUP AND RESTORE**

Available with Endpoint Backup services

### **4.4 ENDPOINT PATCH MANAGEMENT**

Endpoint patching is included with each supported device.

#### **4.4.1 AUTOMATED WINDOWS AND MAC OPERATING SYSTEM PATCH MANAGEMENT (CRITICAL SECURITY PATCHES) FOR WORKSTATIONS**

InterVision will deploy a patch management agent to each supported Windows workstations. InterVision will ensure the workstation receives the defined security patches monthly per a mutually agreeable schedule.

**Automated Patching Summary monthly report**

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

### 4.4.2 FAILED PATCH REMEDIATION

Available via time and materials

### 4.4.3 3RD PARTY APPLICATION PATCHING

Common 3rd party applications are supported. Supported list may change at any time.

### 4.4.4 MOTHERBOARD BIOS FIRMWARE UPGRADE

Available with on-site services or time and materials

### 4.4.5 OPERATING SYSTEM UPGRADE

Available with on-site services or time and materials

## 4.5 ENDPOINT ANTI-VIRUS MANAGEMENT

### 4.5.1 BASIC MALWARE AND VIRUS MITIGATION

InterVision will remediate viruses and malware on individual endpoints, with access to customer owned antivirus software. 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 viruses, malware, or ransomware on more than one machine at a time. InterVision is not responsible for data loss.

See Advanced Anti-Virus and Anti Malware Agent and Ransomware, Malware, and Anti-Virus Outbreak Response below.

### 4.5.2 ADVANCED ANTI-VIRUS AND ANTI MALWARE AGENT

Available with Managed Endpoint Protection Service.

### 4.5.3 RANSOMWARE, MALWARE AND ANTI-VIRUS OUTBREAK RESPONSE

Available via time and materials.

Also available with Ransomware Protection as a Service.

### 4.5.4 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.

Optional Mobile device management services are available. An additional scope of work will be provided for MDM support.



## 4.5.5 CORPORATE EMAIL ACCESS

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

## 4.5.6 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.

## 4.5.7 MULTI FACTOR AUTHENTICATION SETUP

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

## 4.5.8 WIFI ACCESS

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

# 5 CUSTOMER REQUIREMENTS

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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, Microsoft 365, and Entra ID as necessary to provide services.
- Provide onsite personnel to handle issues that cannot 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 customer's environment, as required. (IE to access Active Directory management tools)
- Provide a distribution list of Customer contacts to receive proactive notifications and reports.
- Provide Knowledge Base documentation. InterVision will help produce Knowledge Base documentation where gaps exist in fulfillment of Help Desk services.

# 6 SERVICE ACTIVATION

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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).

## 6.1 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

## 7 SERVICE DELIVERY

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### 7.1 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.

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.

### 7.2 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.intervision.com><sup>1</sup>

Customers are encouraged to contact InterVision via phone for P1 issues.

## 8 DEFINITIONS

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End User - A user supported under this contract using an endpoint supported under this contract

Workstation/Endpoint - A desktop, laptop or workstation covered under this contract

Best Effort Support - InterVision will make an effort to support a user, endpoint, or application under best effort support up to 3rd party engagement 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 or ticket from a customer.

## 9 MANAGED HELP DESK V3 - SERVICE GUIDE CHANGE LOG

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Below are the changes to this service guide.

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<sup>1</sup> <https://support.intervision.com/>



## MANAGED HELP DESK SERVICE V3 - SERVICE GUIDE

Change date	Change Type	Change Details
02/12/2022	New Document	Initial release
06/06/2022	SLA	Update SLA with Resolution SLA times: P2 from 8 to 24;; P3 from 36 to 48; P4 from 72 to 120. this change aligns with Managed Service Work Order
02/08/2023	Change	Clarification of Agent Deployment services.
04/06/2023	Addition	"Help Desk License Only" section added
12/06/2023	Change	Removed SLA and referred to Managed Service Statement of Work for SLA details
11/06/2024	Change	Updated Service Details, RACI, and Service Descriptions
11/27/2024	Change	Minor update to spelling

