

Office of the Chief Information Officer FM/EUS Work Plan		
COTR	Task Title	Task Manager
Tom King 305-8999	Help Desk	Randy Bender/Doris Stuck 305-8788/305-9090

1. BACKGROUND

The Help Desk is the single point of contact for reporting problems with or requesting services to OCIO supported hardware and software. The Help Desk ensures that all calls are handled promptly, courteously, and are resolved or sent to the proper service provider within the established time frame. The Help Desk staff must be knowledgeable with the PTO's customers and technical environment(s), and will be proficient in providing support for the desktop software.

2. STATEMENT OF WORK REQUIREMENTS

1. Contractor shall abide by all OCIO Task Manager Directives, Service Level Agreements (SLA), Operational Support Plans and Technical Notes.
2. Beginning October 1, 2000, contractor shall provide support from 5:30 AM to 12:00 PM (midnight) local time, Monday through Friday.
3. Beginning November 10, 2000, contractor shall provide phone and field support from 5:30 AM to 10:00 PM local time, Saturday, Sunday, and holidays (excluding Christmas Day, New Year's Day, and Thanksgiving).
4. Contractor shall maintain a minimum 95% customer satisfaction rating at all times. This translates to Contractor receiving no more than 5% "re-opened" and "unsatisfactory" ratings. Ratings will be measured through the Customer Quality Check process. The rating levels given during the quality checks are: outstanding, very good, satisfactory, unsatisfactory and re-open.
5. Contractor shall thoroughly document all work they perform in the appropriate problem/change record. Contractor shall update the record within two (2) hours of performing the work.
6. If Contractor performs a site visit, Contractor shall always leave a completed work service form with the customer. If the customer is at the site, Contractor shall notify the customer before leaving the site.
7. Contractor shall not close or resolve any records without obtaining confirmation from the customer that the service has been performed or the problem has been resolved; an exception is made if 3 attempts to contact a customer over a 3-day period do not produce a response from the customer.

8. Contractor shall perform a Root Cause Analysis (RCA), for problems that they resolve, when requested by the Task Manager.
9. Contractor shall use the mobile (Psion) units to record all hardware changes for asset management purposes and to document all field service work performed.
10. Contractor shall answer all incoming calls placed to 305-9000 or transferred to 305-9000. Contractor shall maintain a daily average answer speed of one (1) minute or less when the weekday call volume is 500 calls or less. The following average weekday answer speeds will apply to call volumes above 500:

Number of Calls	Expected Daily Answer Speed (Minutes)
501-550	1.5
551-600	2
601-650	3
651-700	4
701-800	6
801-900	9
901-1000	12
1000+	no set expectations

11. , The contractor shall return voice mail messages within thirty (30) minutes and email messages within two (2) hours. Contractor shall complete updating of records within fifteen (15) minutes of handling customer calls, voice mails and emails.
12. Contractor shall be responsible for resolving problems and providing services associated with desktop software. Contractor shall respond to problem and service requests within two (2) hours. Response is defined as speaking to the customer, leaving voice mail message for the customer, sending an email message to the customer or leaving a work service form at the customer's site. Contractor shall resolve/circumvent problems or complete service requests within four (4) hours. These commitments apply to all problems and requests assigned to the Contractor, unless otherwise stipulated in this Task Order (TO) or Service Level Agreements.
13. Any desktop hardware placed into service shall be a fully functional and performance level equivalent to equipment removed for repair. If the customer has data files, documents, or other files on the defective desktop hardware, Contractor shall ensure that such files (when not damaged) are transferred to the replacement computer.
14. By 5:30 AM, Contractor shall review all records created in the previous twenty-four (24) hours. Contractor shall ensure that the records are properly assigned and contain appropriate information. Contractor shall make appropriate corrections and take appropriate action to escalate problems which extend beyond service level commitments.

15. Contractor shall identify parts (excluding mice) for Patent and Trademark Depository Library (PTDL) workstations requiring replacement within six (6) hours.
16. Contractor shall provide a Technical Writer to support Help Desk documentation requirements. These requirements consist of Knowledge Pak documentation and written documentation for the Help Desk Web site. The Technical Writer is required for the period of July 16, 2000 to January 16, 2001.
17. Contractor shall provide Help Desk support to public customers. The support shall be for customer problems and questions regarding the USPTO Internet site, including the automated information systems (AISs) available from the site. Contractor shall provide support during all hours when the General Information Services Electronic Business System (EBS) is not staffed. EBS is staffed from 8:30 AM to 5 PM local time, Monday through Friday, excluding federal holidays. Contractor shall not be required to provide support on Christmas Day, New Year's Day, and Thanksgiving.
18. Contractor shall provide a weekly status report of work accomplished on week-ends, holidays, and during non-prime work hours. Non-prime hours are defined as the period between 6:30 PM to 5:30 AM. The report will be due on Monday of each week and will cover the previous week's accomplishments.