

STANDARD OPERATING PROCEDURE FOR HELPDESK AT HEPC



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I. Document Control

a) Document Statistics

Type of Information	Details
Title	Standard Operating Procedure for helpdesk at HEPC
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b) Revision History

Version No.	Revision Date	Nature of Change	Initiated By	Date Approved	Date Released
1.0		Document Creation	IFO, KPMG Team		

II. About the Helpdesk

The help desk to set up at HEPC shall receive, log, prioritize, assign, track, escalate, resolve, close and archive queries, answer calls and initiate the triaging and escalation of unsolved issues to the next level. Help desk will be normally operational from Monday to Friday, 9AM to 5PM except for any public/government holidays.

III. Helpdesk Parameters

- a) **Modes of communication:** A user can communicate with the helpdesk in two ways:
- i. **Toll Free Number:** 5 executives shall manage a toll free number **1800-180-2132** where a user can call and log his issue. Any call made at the helpdesk shall be logged in the ticketing system along with the action taken and solution provided.
 - ii. **Email:** A user can also email to the helpdesk at **hepc.helpdesk@gmail.com**. The helpdesk shall respond to the emails received, log a ticket, record the action taken and the solution provided (if any) for every such email.
- b) **Support Levels:** Two levels of support shall be setup at the helpdesk. A query can be escalated to the next higher level manually in case it requires an intervention at the higher level OR automatically in case the query remains unresolved for more than the defined resolution time.

Sno	Level	Description
1	Level 1	This level of support is where the user phone calls/e-mails requests are logged into the Help Desk. This shall be manned by the 5 helpdesk executives positioned at the helpdesk.
2	Level 2	This level of support shall be defined as per the incident category. For example, for all technical queries, IT Manager shall be the Level 2 contact. For all departmental/process related queries, the respective nodal officers shall be the Level 2 contacts.

In addition to the two support levels, the helpdesk shall also have two other roles which are as follows:

- i. **Helpdesk Nodal Officer:** The helpdesk nodal officer shall maintain strategic control over the helpdesk. All queries which remain unresolved at Level 2 within the stipulated time shall be escalated to the helpdesk nodal officer. It shall be his/her responsibility to ensure immediate closure of such tickets.

- ii. **Helpdesk Operations Manager:** Helpdesk operations manager shall maintain operational control over the helpdesk. He/she shall ensure that the helpdesk functions as per the defined rules. He/she shall also be responsible for user management of the ticketing software.

- c) **Incident Category:** Following categories of incidents are envisaged to be logged at the helpdesk. Each incident category shall have its independent process of resolution as defined in the 'Standard Operating Procedures' section of this document.

Sno	Incident Category	Description
1	Technical	Problems of technical nature pertaining to the HEPC web portal
2	Process Related	Queries related to department specific processes regarding application for services, documents required,
3	Grievances	Call pertaining to grievances/ complaints/ governance and others matters
4	Suggestions/Feedback	Any suggestions or feedback received regarding the services provided by HEPC
5	General Enquiry	An enquiry pertaining to the services offered by HEPC.

- d) **Incident Priority:** Issues logged under any incident category shall be classified under one of the following incident categories:

Sno	Incident Category	Description
1	Urgent (Critical Impact)	<ul style="list-style-type: none"> Any issue impacting significant group of users Any show stopper issue impacting a single user
2	High (Significant Impact)	<ul style="list-style-type: none"> Non critical but significant issue impacting a single user Issue degrading the performance or reliability of the system
3	Normal (Minor Impact)	<ul style="list-style-type: none"> Any issue which is important but does not require immediate action Issue does not prevent the normal operation of the system
4	Low (Informational)	Issues consisting of any general enquiry about HEPC or the investharyana portal.

- e) **Resolution Time:** Resolution time is the time within which a ticket is ought to be closed after providing resolution of the query to the user. This shall be measured as per the 'Normal Business Hours' of the helpdesk and shall be as mentioned below:

Sno	Priority level	L1 timeline	L2 timeline
1	Urgent	4 business hours	8 business hours
2	High	8 business hours	16 business hours
3	Normal	16 business hours	32 business hours
4	Low	32 business hours	40 business hours

* 8 business hours = 1 working day

- f) **Normal Business Hours:** The normal business hours for the helpdesk shall be from Monday to Friday, 9AM to 5PM except for any public holidays.

IV. Knowledge Management

A preliminary set of FAQs along with the corresponding canned responses shall be prepared before beginning the operations of the helpdesk. This database of questions and answers shall be maintained and updated regularly by the helpdesk operations manager based on the queries received at the helpdesk. This content may also be published on the HEPC web portal for the convenience of the investors visiting the web portal.

V. Stakeholders

The helpdesk shall have the following stakeholders:

- a) **Complainants:** The complainants are the individuals contacting the helpdesk for any query/concern/complaint/grievance. They shall receive an email upon the registration of their incident with the helpdesk. A ticket number shall be sent along with the email to enable the complainant to track their respective complaint.
- b) **L1 Support (Helpdesk Executives):** This group of users shall log any query/concern/complaint/grievance received either through telephone or email within the helpdesk in order to generate a ticket. These users shall be able to perform the following functions on any tickets open at their level:
- Provide any comments/updates on the ticket
 - Upload any supporting document related to the ticket
 - Forward the ticket to L2 in case it is not resolvable at L1
 - Close the ticket
- c) **L2 Support:** This group of users shall be able to view any ticket marked to them either by L1 or automatically by the system. These users shall be able to perform the following functions on any tickets open at their level:
- Provide any comments/updates on the ticket
 - Upload any supporting document related to the ticket provided by the complainant
 - Close the ticket

d) **Helpdesk Operations Manager:** This user shall have access to all open tickets and shall be able to perform the following functions on the tickets:

- i. Log a new ticket
- ii. Provide any comments/updates on a ticket
- iii. Upload any supporting document related to the ticket
- iv. Forward the ticket to L2 in case it is not resolvable at L1
- v. Close the ticket

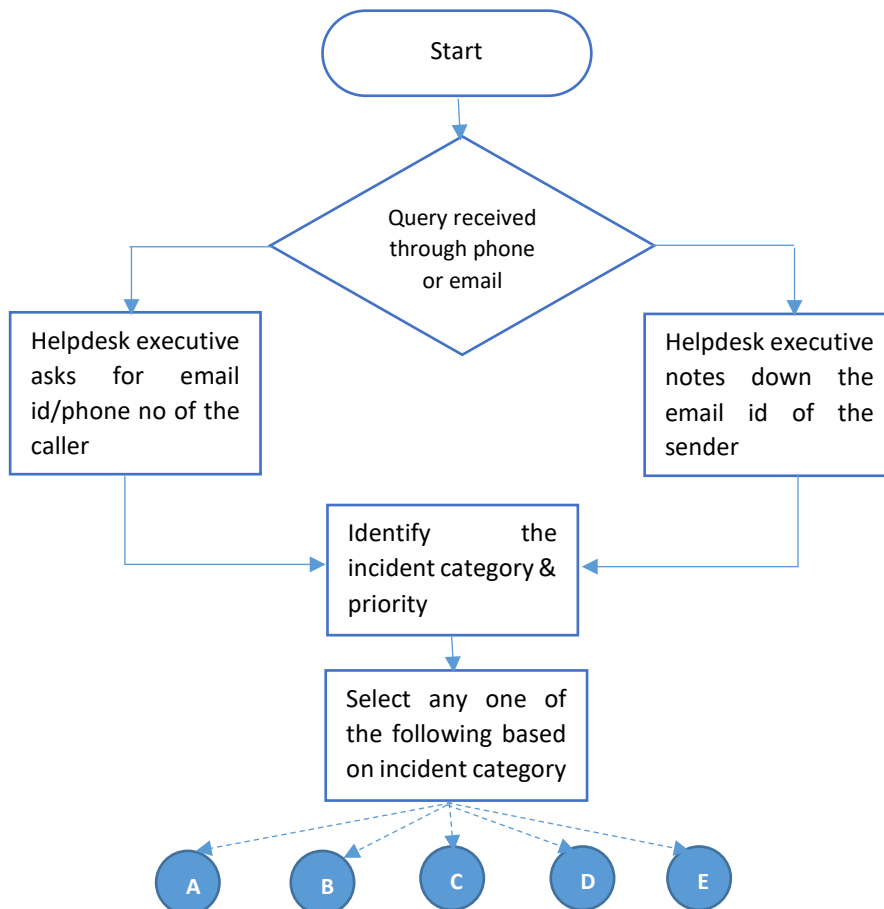
In addition to this, this user shall also have the rights to create, modify and delete users in the helpdesk system & update and maintain the knowledge management system of the helpdesk.

e) **Helpdesk Nodal Officer:** This user shall be have access to all open tickets. In addition, the user shall be able to perform the following functions on the tickets assigned to him/her:

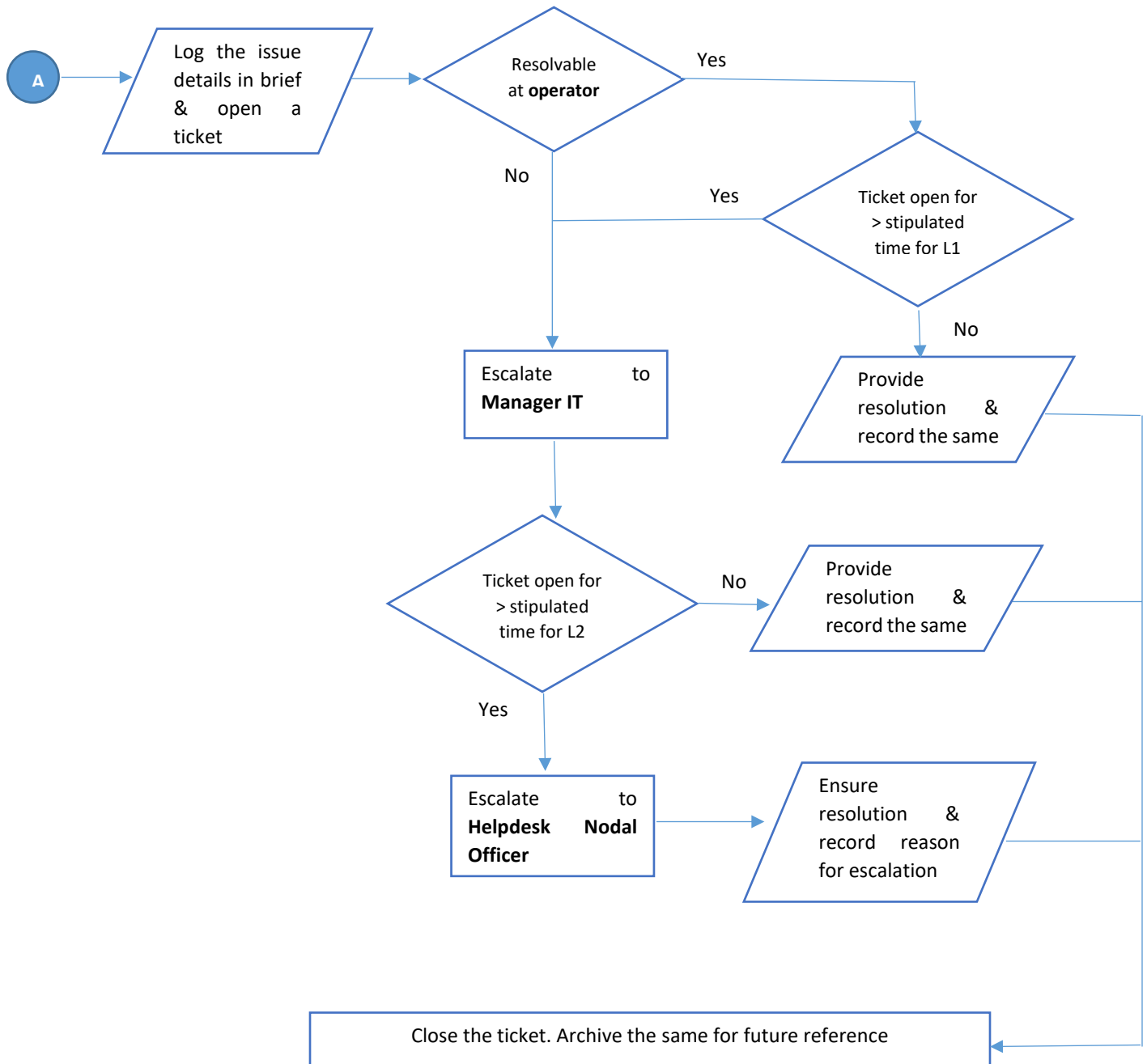
- i. Provide any comments/updates on a ticket
- ii. Upload any supporting document related to the ticket
- iii. Close the ticket

VI. Standard Operating Procedure

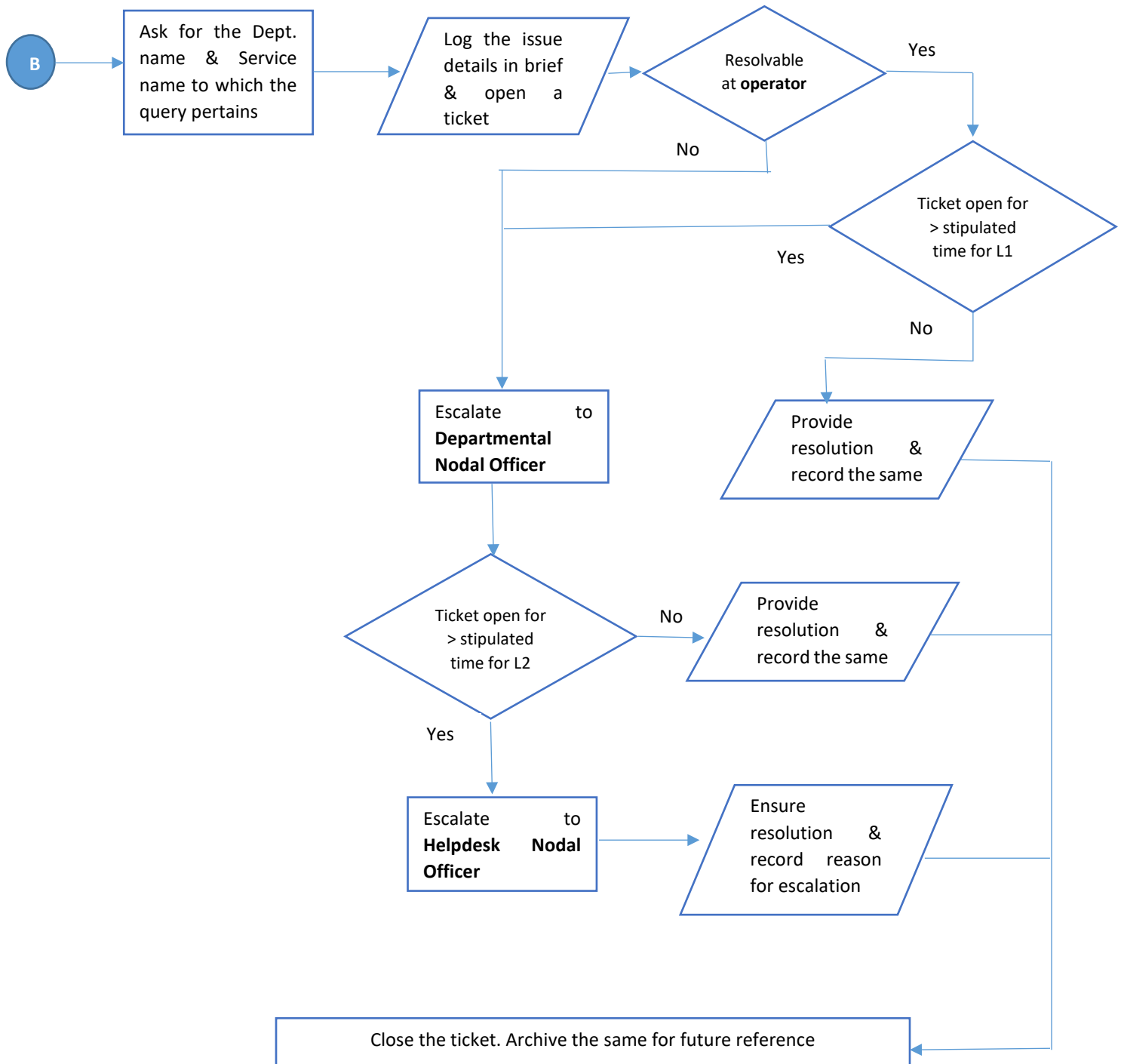
The flowcharts showcased in this section define the standard operating procedure for any ticket logged at the helpdesk.



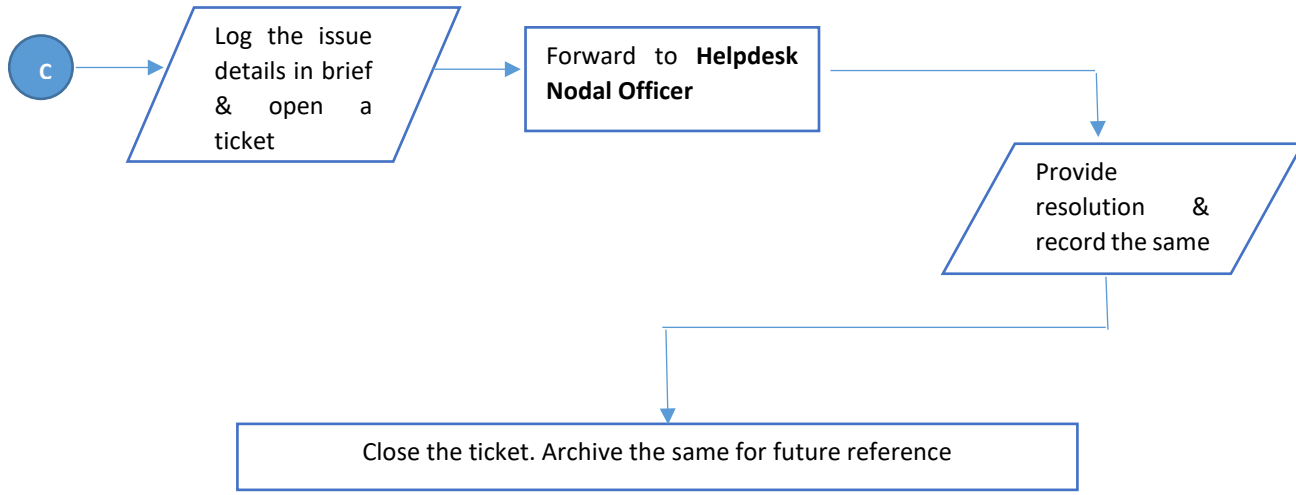
Technical Query



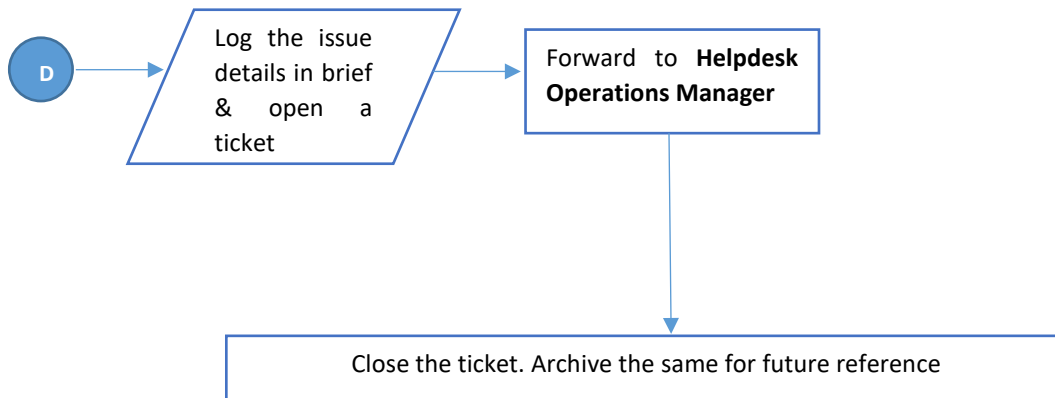
Process Related Query



Grievances



Suggestions/Feedback



General Enquiry

