



▪ **Support Services**

DET Support Services consists of the Enterprise Service Desk and the Wisconsin Help Desk and is used as the gateway to DET services and support. The Enterprise Service Desk (ESD) is a 24x7x365 service desk, using a variety of support tools to provide IT Service Management support for enterprise services, timely resolution of customer’s incidents, and a communication point of contact for enterprise and agency events. The ESD also acts as an agency help desk through the Wisconsin Help Desk function. The Service Request Manager function is a part of the ESD and is responsible for the receipt, routing, reporting and escalation of agency-submitted service requests.

Service	Description
Enterprise Service Desk (ESD)	The ESD acts as a second-tier service desk, taking ownership of incidents from agency service desks, when the root cause for incidents is determined to be attributed to the services provided by DET. In addition, the ESD helps citizens with account maintenance/password issues, for mainframe public logon ids, and IAM, WILMs, NAM and Web Access Management System (WAMS) IDs. The ESD is also responsible for monitoring and incident ownership of incidents/outages related to the BadgerNet Converged Network (BCN). The Service Request Manager function is a part of the ESD and is responsible for the receipt, routing, reporting and escalation of agency-submitted service requests.

Service	Description
Initial Incident Triage	<p>The Initial Incident Triage\1st Call Resolution Service provides rapid incident triage, escalation, and resolution of HP Service Manager Incident tickets upon initial customer contact. The support provided is to complete the Lifecycle of a single Incident without the need to reassign by directly accessing the customer desktop through Remote Control when provided by the agency or by walking the customer through the troubleshooting process upon 1st call. Many tickets can be resolved while the customer is on the phone during 1st contact which provides customers better service and frees up agency technicians to work on more advanced issues.</p>
Wisconsin Help Desk	<p>The Wisconsin Help Desk service serves as a single point of contact for the enterprise, providing incident management, escalation and password reset services.</p> <p>Incident management involves taking customer incident calls, entering incident tickets into HP Service Manager, and routing incidents to the appropriate agency technical support staff.</p> <p>The service provider is the Division of Enterprise Technology (DET) Enterprise Service Desk (ESD), and the service consumers are all DET customers that currently subscribe to the Wisconsin Help Desk service.</p>