

Dear all,

In order to improve the overall delivery of IT services and Support we have implemented a system and we would like to open a set of formal channels for the SFO colleagues to contact the IT Operations team.

- **IT Support :** For all break-fix categories, outages, errors, connectivity issues, faults and failure in software and hardware : Please use one of the following channels -
 1. Log the case on the web portal
<https://servicedesk.nestgroup.net/otrs/customer.pl?Action=CustomerTicketOverview;Subaction=MyTickets>
 2. Provide issue details in an email and address to IT Service Centre
itsupport@nestgroup.net
 3. Dial extension 4444 (0484-6614475) and speak to an Engineer who will address the issue.

The cases would be logged and based on a priority queue determined by impact and urgency the resolution steps will be executed.

- **IT Service Requests:** For all new Service requests, new access, new users, new hardware, changes in connections, moves and relocations of offices/desks etc. Please use any of the following channels -
 1. Log the case on the web portal
<https://servicedesk.nestgroup.net/otrs/customer.pl?Action=CustomerTicketOverview;Subaction=MyTickets>
 2. Provide request details in an email and address to IT Service Requests
itservicerequest@nestgroup.net
 3. Dial extension 4444 (0484-6614475) and speak to an Engineer who will address the issue.

The requests would then be planned for delivery and please be aware some requests will require financial /management approvals and certain requests will also external supplier interfacing.

From a standard IT Service management perspective, we need to log these and this helps the IT team plan the work and deliver to quality rather than being reactive where quality is compromised and monitoring and measuring is ineffective.

This is a start and we will fine tune this further as we gather feedback and analyse user experiences and work to continually improve the service delivery.

If you have any challenges please contact Tony Xavier. Joseph tony.joseph@nestgroup.net , Bino John bino.john@nestgroup.net or myself and we would be happy to assist you.