



APPLICATION MANAGED SERVICES

Working with your management and IT teams to deliver a successful IT service to your users. We adapt the application managed service to **meet your needs**, whether that is **full management** or supporting your own internal IT teams to **identify service support gaps** (for example, after hours or with specific applications).

24 x 7 ITIL-based service desk

- Follow-the-sun methodology.
- Flexible hours support.
- ITIL based processes:
 - Incident & request management.
 - Problem management.
 - Change management.
 - Escalation management.
- Vendor escalation & management (ownership of ticket from creation to closure).
- Triage and 1st time fix.
- Application Management.
- Monitoring and alerts.

After Hours Support

Application Performance Monitoring

Assigned Client Liaison Team

- **Service Delivery Manager** (day-to-day liaison between the client and the IT team to ensure communication is clear, ensuring smooth service delivery).
- **Technical Client Champion** (assigned engineer with the goal of understanding the technical needs of the client and ensuring these are met and that the service desk has the necessary information / documentation to successfully deliver an effective service. The champion also introduces new technologies which may benefit the client).
- **Account Manager** (Oversees everything, is a point of escalation if required, the account manager assists in the development of the project and services. The AM ensures that all efforts go towards improving the overall business performance).
- **Allocated ICE Director** (w/direct access; an assigned director of the business will take a high level interest in the projects, attend strategic meetings if required and is the ultimate escalation point if necessary)
- **1st, 2nd & 3rd line team support** (the team is tasked with understanding the business and assisting with successful service delivery)

Working with your IT Teams to deliver...

theICEway.com



Structured Service Level Agreements (SLA's)

- Response SLA's.
- Resolution targets.
- Priority levels 1-5.

Response SLA's.

Priority Level	Response Time	Definition
Priority 1 <i>(Critical)</i>	TheICEway is required to respond 24x7	<ul style="list-style-type: none"> - Production outage/failure (full and partial) - Does not include Non-production environments
Priority 2	TheICEway is required to respond during Business Hours	<ul style="list-style-type: none"> - Issues affecting Production functionality. - Multiple users cannot perform a business process.
Priority 3	TheICEway is required to respond during Business Hours	<ul style="list-style-type: none"> - Failure of non-production component/service. - One user cannot perform a business process.
Priority 4	TheICEway is required to respond during Business Hours	<ul style="list-style-type: none"> - Standard Request (e.g. New user)
Project Work	Outside of SOW	

Reporting & Documentation

- Reporting and meetings:
 - Regular service delivery meetings.
 - Monthly reporting.
 - Strategic planning meetings.
- Documentation, documentation, documentation:
 - Internal Knowledgebase.
 - Triage processes.
 - Incident management processes.
 - Escalation processes.
 - Alert management.

