Exhibit C – Scope of Work
Service Desk Support

Service Desk Support Overview

Service Desk Support is responsible for the services and activities required to coordinate and respond to Information Technology (IT) Incidents and service requests made by any judicial branch entity (JCC), as further detailed in this scope of work (SOW). The vendor will provide service desk staff during business hours that are accessible through a United States toll-free service desk single point of contact (SPOC).

The Judicial Council of California (Judicial Council, or JCC) has invested in the development of the ServiceNow system that is the underpinning of its IT services. ServiceNow is the primary tool used by IT staff throughout the Judicial Council to provide daily operational support. This toolset drives consistency and reinforces global processes among the Judicial Council's multiple IT teams. ServiceNow provides the functionality and business rules necessary to comply with ITIL best practices. Service Desk Support trouble tickets and service requests will be managed through the JCC ServiceNow system and can be resolved by the Service Desk Support staff. Alternatively, Service Desk Support staff may assign and/or escalate such tickets and requests to more specialized entities for resolution as needed.

The types of Incidents and service requests for which Service Desk Support will take responsibility range from Incident notification to Incident closure, service desk ticket closure, issuance of ticket, tracking, escalation, status reporting to end-user, and resolution.

Service area calls to be handled by Service Desk Support include:
- Infrastructure Incidents, including:
  - Hardware
  - Systems software (i.e., operating systems, utilities)
- Applications Level 1 Incidents and "how to" support, including:
  - Packaged (COTS) office productivity software (e.g., Microsoft Office 365 suite)
- Account management within active directory and SAP
- Password support, including:
  - Resets
  - Requests for account privilege changes
  - Requests for end-user account activation, suspension, and termination
- Service Desk Support shall be responsible for escalation to Judicial Council Level 2 or 3 IT resources as required for the following types of service area calls:
  - Infrastructure services (e.g., cloud, network WAN providers, SaaS)
  - Third-party applications (e.g., SAP)
  - Custom applications (e.g., CCPOR, ACCMS)
  - Judicial Council application and court application interfaces (e.g., DMV, CLETS)
  - Application external interfaces (e.g., Bank of America, county and state retirement entities, benefits administrators)
  - Calls escalated to Judicial Council application, desktop, and infrastructure support groups.

The following are the services and objectives that are expected of Service Desk Support:

General:

RFP Title: Managed Services Service Desk Support
RFP Number: RFP-IT23-153RB

- Provide service desk support to JCC staff for business hours 7am to 6pm (PST) with an on-call rotation for off hours.
- Maintain training materials for service desk personnel on business and technical environments.
- Provide Level 1 assistance for incidents and inquiries on the features, functions and usage of hardware, software, and third-party services.
- Provide service desk agents who clearly communicate, are proficient in English, and are appropriately trained to meet Judicial Council requirements.
- Perform operational planning for service desk capacity and performance purposes (e.g., capacity-based resource planning)
- Provide additional resources as needed during planned events and unplanned critical events (e.g., new services startup, extended outages)
- Issue broadcasts or other notices to provide detailed status updates as required for planned and unplanned events, including establishing and maintaining an as needed banner message on the toll-free phone number for Service Desk Support that updates end-users on known system or network outages.
- Manage, maintain, and make available end-user facing documentation for supported hardware, software, and third-party services (e.g., "how to" self-support, user instructions, available functional training)

Call Management:
- Manage and proactively monitor a single point of contact (SPOC) solution including a toll-free phone number, web submission and monitored email.
- Record and update service desk incidents and requests in JCC ServiceNow
- Receive and provide first-level support for end-user calls; route all other calls to appropriate groups for resolution based on knowledge base information.

Ticket Management:
- Support an end-to-end incident handling ticket system within Service Desk Support
- Provide and train Service Desk Support staff on procedures to manage incidents and service request calls.
- Categorize, prioritize, and log all IT incidents.
- Proactively monitor service relating incidents and provide status to callers.
- Monitor automated system ticket creation integration with other incident management systems.
- Proactively provide communication with other groups for all tickets as needed.
- Coordinate problem and Incident management services, including those involving third parties.
- Enact, maintain, and enhance the Incident workflow, escalation, communication, and reporting (Incident management process)
- Manage the lifecycle for Problems and Incidents in scope.
- Ensure Problem and Incident resolution conform to defined procedures.
- Determine the impact of an incident to assess priority and criticality, as well as provide necessary communication.
- Conduct proactive trend analysis on high priority incidents.
- Track and provide reporting on high priority incidents.
- Recommend solutions in scope to address recurring problems.

End-User Administration:
- Create and modify end-user accounts in accordance with security policies.
- Receive, track and process requests for end-user account activation, changes, and terminations.

- Communicate and coordinate with other units in the Judicial Council to manage end-user account administration.
- Perform password resets/unlocks as required in accordance with security policies.
- Coordinate with JCC and third-party vendors for multi-level support coordination.

Additional Responsibilities:
- Monitor and report to JCC Service Desk management on service level requirements.
- Ensure compliance with ITIL standards and practices.
- Conduct root cause analyses on high priority incidents including preventative measures within scope.
- Execute authorized service requests.
- Maintain and adhere to documented procedures.

Service Delivery Manager:
- Serve as the primary point of contact for all matters relating to day-to-day service delivery, including ongoing services, supply/demand alignment, and performance management.
- Manage and coordinate the appropriate resources to ensure optimal service delivery and that all issues raised are resolved in accordance with the applicable defined Judicial Council and/or procedures and service level requirements.
- Possess knowledge of Service Desk Support services
- Have experience running information technology systems and networks for organizations that are at least equal to the size and scope of the Judicial Council

Minimum Job Specific Skills/Qualifications Required for Service Desk Support Staff

- 5+ years of experience with large service desk operations
- 5+ years of experience with ITIL compliance and practices
- 5+ years of experience providing service delivery for service desk operations.
- Experience supporting users remotely and onsite in an enterprise environment.
- Exceptional customer service focus
- Ability to triage incoming requests and escalate as needed.
- Ability to follow documented processes, procedures, and policies.
- Able to ensure a high level of user satisfaction.
- Excellent communication skills
- Fluent in Microsoft Office suite, Windows 10, and Teams
- Knowledgeable in Microsoft Windows 11
- Works well independently and within a team.
- Able to establish and maintain effective working relationships.
- Experience utilizing ServiceNow for Incident, Problem and change management.
- Experience with Azure Enterprise Identity Management services.