

SUN MICROSYSTEMS HELP DESK COMPETENCY AND ACCREDITATION

PLEASE READ AND RESPOND TO THE FOLLOWING PRIVACY AND SECURITY STATEMENT BEFORE PROCEEDING WITH THE HELP DESK ACCREDITATION (HDA) ASSESSMENT.

PRIVACY AND SECURITY

Sun respects your desire for privacy. All personal and corporate information and documentation you submit via the HDA Assessment will not be shared with organizations external to Sun without your consent, except to process data on Sun's behalf in connection with this transaction. The information you submit will be held in a password-protected database controlled by Sun and/or Sun's authorized vendors. Sun will use your information solely for the purpose of evaluating the efficacy of your help desk, and will comply with Sun's Privacy Policy. Your information will be stored only for the length of time necessary to complete the assessment evaluation process.

Click here for more information about Sun's privacy policy: <http://www.sun.com/privacy/>

If you agree with the above processing of your personal and corporate information, please select "I agree" to receive your **registration number**. You need this number to access the HDA Assessment.

- I agree** By selecting "I agree" you state that you have read and understand this agreement and that you agree that Sun may collect, store, process, and use your data in accordance with the "Privacy and Security" section above.
- I disagree** By selecting "I disagree," you terminate this transaction and cancel your access to the HDA Assessment.

If you selected "I agree" please provide the following information to proceed:

Your company name:

Your direct e-mail address:

CONTINUE

INTRODUCTION

WELCOME

You have been successfully registered for Sun's Help Desk Accreditation (HDA) Assessment.

PURPOSE

As a Sun service partner, the HDA Assessment enables your help desk to affirm its ability to uphold Sun's standards of customer care. It recognizes areas where your help desk excels, identifies areas in need of corrective action, and promotes a customer-focused and mutually beneficial partnership with Sun.

DEFINING TERMS

Help Desk: Point of contact in a technical support infrastructure that handles customers' support-related issues, manages and resolves incidents and problems, and ensures all requests are addressed.

Your Help Desk: If your company maintains multiple help desks for different purposes, "your help desk" refers to that desk whose scope includes or is dedicated to support for Sun products.

PLANNING IN ADVANCE

Before beginning the online assessment, please prepare as follows:

Step One: Select "Browse" or "Print" on the home page to print out and / or review each question in the assessment.

Step Two: Pre-gather required information, metrics, and documentation to have on hand once you begin the online assessment.

COMPLETING YOUR ASSESSMENT

Features you will encounter in the online assessment include:

Incremental Saves: Complete and save portions of the assessment incrementally by clicking "Save Draft" before you exit. Be sure to save your responses at least every 30 minutes during each session to prevent loss of work.

Supporting Documentation: Questions that call for supporting documentation contain the "Required Documentation" **[R]** icon. Click the icon to initiate document submittal. A running list of all documentation you designate for submittal is summarized for your review at the end of the assessment.

Final Submittal: Revisit and update a section as often as you'd like during the completion process. All responses you enter and documentation you upload are cumulatively saved and sent together when you click "Submit to Sun" at the end of the assessment.

Help: Click "Help" to access, complete, and send a help-request form if you have questions. Sun's HDA Services will assist you no later than the following business day.

SUN'S FEEDBACK

Once your submitted assessment has been received, Sun will review it within ten business days. If Sun finds you have outstanding requirements, you will have from 30 to 90 business days (depending on the specific requirements) to fulfill them.

ON-SITE AUDITS

On a random basis, Sun selects accredited partner sites to review on site. Once you've completed this accreditation process, ***your help desk may be among those randomly selected for review***. Responses submitted via this assessment are verified during an on-site review, so please answer all questions as accurately as possible.

BEFORE PROCEEDING

If you have performed each step under *Planning in Advance* and are ready to proceed, please complete the following form. It will help us contact you should we need any clarification after receiving your completed assessment. Red asterisks (*) designate required fields.

Your Company:	* Company name:	<input type="text"/>
	* Your Sun Resell Agreement number:	<input type="text"/>
	* Your Sun sales representative:	<input type="text"/>
	* Country:	<input type="text"/>
	* State / province:	<input type="text"/>
	* City:	<input type="text"/>
Your Help Desk:	* Help desk's street address:	<input type="text"/>
	Building number, suite number:	<input type="text"/>
	* Country:	<input type="text"/>
	* City:	<input type="text"/>
	* State / province:	<input type="text"/>
	* Zip code / mail code:	<input type="text"/>
	* Main phone number:	<input type="text"/>
	Web URL for help desk's external home page:	<input type="text"/>
Individual Contacts:	* Sun sales representative you are currently working with:	<input type="text"/>
	* Your name:	<input type="text"/>
	* Your job title:	<input type="text"/>
	* Your e-mail address:	<input type="text"/>

* Your direct telephone (with country / area code):

Your fax (with country / area code):

* Name of alternate contact:

* Alternate contact direct telephone (with country / area code):

* Alternate contact e-mail address:

HELP DESK ASSESSMENT

HELP DESK OVERVIEW

1. Enter the total number of:

Sun customers supported by your help desk:	<input type="text"/>
Help desk professionals supporting Sun products:	<input type="text"/>
Years your help desk has operated:	<input type="text"/>
Years your help desk has supported Sun products:	<input type="text"/>
Years your company has sold Sun products:	<input type="text"/>

2. Does your company have more than one help desk location?

Yes No

If yes, there are (number of) help desk locations.

Briefly describe how they all function together:

3. What are your help desk's hours of operation?

- 7 X 24 X 365
 5 X 24 X 365
 Other(s), as indicated below:

Monday - Thursday	from:	<input type="text"/>	to:	<input type="text"/>
Friday	from:	<input type="text"/>	to:	<input type="text"/>
Saturday	from:	<input type="text"/>	to:	<input type="text"/>
Sunday	from:	<input type="text"/>	to:	<input type="text"/>
Holiday	from:	<input type="text"/>	to:	<input type="text"/>

4. Does your help desk provide multilingual capabilities?

Yes No

If yes, the primary language (commonly available at all support locations) is:

List all other supported languages:

5. What types of contractual support does your help desk offer?

Check all that apply:

	Supported by your help desk's full-time staff	Outsourced to a Sun CDP
On-site support for application software	<input type="checkbox"/>	<input type="checkbox"/>
On-site support for operating systems	<input type="checkbox"/>	<input type="checkbox"/>
On-site hardware maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Telephone support for application software	<input type="checkbox"/>	<input type="checkbox"/>
Telephone support for operating systems	<input type="checkbox"/>	<input type="checkbox"/>
Telephone support for hardware	<input type="checkbox"/>	<input type="checkbox"/>
Telephone support for system configurations	<input type="checkbox"/>	<input type="checkbox"/>
Facilities management services	<input type="checkbox"/>	<input type="checkbox"/>
Network management services	<input type="checkbox"/>	<input type="checkbox"/>
Software development services	<input type="checkbox"/>	<input type="checkbox"/>
Software update services	<input type="checkbox"/>	<input type="checkbox"/>
Other(s), as listed:		

SUN TRAINING AND CERTIFICATION

6. Indicate the partner program(s) your company participates in and accreditations and authorizations that have been earned for all Sun product groups you currently sell and support:

Check all that apply:

- Workgroup
- Enterprise
- Enterprise 10K
- Data Center (formerly SF15K)
- Sun Fire Midframe
- Sun Cluster 2
- Sun Cluster 3
- Grid Computing
- HighGround
- LSC
- SE9900
- Solaris Core
- Sun ONE

- Sun Accredited Installation Provider (AIP)
 - Sun ServiceRepresentativeSM (SSR)
 - Sun ServiceManagerSM (SSM)
 - Sun OEM Advantage
 - Sun Systems Integrator
 - Sun Software Provider (SPP)
 - SunToneSM
 - iForce Application Provider
- Other(s), as listed:

7. R Enter the name of each full-time support professional on your help desk staff that is Sun-certified in product specialties you checked above (exclude contractors):

Click the icon to submit a copy of your help desk's organizational chart.

Sun-certified support professionals on your help desk staff include:

Support professional's name: _____

Support professional's name: _____

Support professional's name: _____

Support professional's name: _____

Support professional's name: _____

Support professional's name: _____

CUSTOMER COMMUNICATION

8. Briefly describe the methods / media your help desk uses to inform customers of changes, enhancements, and updates to support services and supported products:

9. How does your help desk alert customers about urgent support issues?

Check all that apply:

- Broadcast e-mail
- Broadcast fax
- Electronic bulletin board
- Message embedded in phone system greeting
- Paging system

- Web dashboard
Other(s), as listed:

10. How do your customers convey support issues after standard support hours?

Check all that apply:

- 7 X 24 help desk staff
 Answering service that pages on-call engineer
 Outsourcer roll-over
 Recorded phone message instructing customer how to page person on call
 Recorded phone message instructing customer to call back during business hours
 Recorded phone message instructing customer to leave a message for next-day response
 After-hours support not offered

Other(s), as listed:

STANDARD OPERATING PROCEDURES (SOPs)

11. **[R]** Please supply your help desk's SOP documentation for the following processes:

Click the icon to submit copies of documents for those of the following processes your help desk has documented (or submit a copy of your help desk's SOP manual if it documents the following).

Check all that apply:

- Call flow
 After-hours support
 Escalation
 Call closure
 Contract and warranty entitlement verification
 Disaster recovery / business continuity

METRICS AND REPORTING

DEFINITIONS

Average: When responding to the following questions, provide metrics averaged over the last six months (in integer or decimal format).

Resolution Time: Actual time elapsed from opening of the call ticket to delivery of the resolution.

First Contact Resolution: When the resolution is offered and the call is closed during the initial conversation between the support professional (resolution engineer) and the support customer.

12. **[R]** Specify which of the following Sun support metrics your help desk captures by entering averages (as defined above) for those that apply:

Click the icon to submit a sample of your help desk's metrics report(s) for Sun support.

Complete all that apply:

- Total number of calls received: per month
- Hardware-related calls received: per month
- Software-related calls received: per month
- Calls transferred to Sun: %
- Telephone response time: minute(s)
- Hold time: minute(s)
- Abandoned calls: per month
- Resolution time (as defined above): hour(s)
- First contact resolution (as defined above): %
- Age of tickets not resolved on first contact: day(s)

13. Indicate whether your help desk captures metrics for number of calls logged by:

Check all that apply:

- Problem type
- Product type
- Service type

CUSTOMER SATISFACTION

14. [R] How does your help desk manage the general customer satisfaction survey process?

Check all that apply:

- Documented
- Administered and scored internally
- Administered and scored by third party
- Delivered via Web
- Delivered via e-mail
- Delivered via telephone
- Conducted quarterly
- Conducted semiannually
- Conducted annually
- Customer satisfaction not measured

Other(s), as listed:

15. Please supply the following information about your help desk's customer satisfaction measurement process:

Target score(s): _____

Current actual score _____

Explanation of rating system and scale:

SERVICE LEVEL AGREEMENTS

DEFINITION

Service Level Agreement (SLA): A contract between the help desk and its customers that defines the rules of service the help desk agrees to provide:

16. [R] Please supply a copy of the SLA your help desk executes with its customers:

Click the icon to submit a copy of a blank SLA template.

TOOLS

17. How does your help desk access SunSolve™?

- Via CD
- Via Sun's Web site

18. Does your help desk use Sun's online Service Partner Exchange (formerly InfoServer) resources prior to escalating calls to Sun?

- Yes
- No

19. List the Sun software and hardware available for fault analysis in your help desk's problem simulation lab:

20. If your field services organization troubleshoots Sun hardware, what tools are available to the field engineers?

- Check all that apply:
- Digital volt meter
 - Electrostatic discharge (ESD) mats
 - ESD wrist wraps
 - Hand tools
 - Line power analyzer
 - Not applicable
- Other(s), as listed:

YOUR COMMENTS

To include additional information about specific questions or general feedback about the assessment, please comment below:
