

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

ANGELA TAYLOR • Director, Office of NC FAST

December 3, 2018

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: County Champions and County Points of Contact (POC)

SUBJECT: NC FAST Help Desk Service Level Agreement and Customer Service Processes

The NC FAST Help Desk recently completed a review of quality of service provided to the county departments of social services. Two key areas under review were the timeliness for acknowledging a county's request for help and how long it takes to resolve help desk tickets. Based on the review the following information is being given to support your understanding of the Help Desk SLA process. SLAs are specific measurements that describe the service level commitment by a service provider to a customer. The service provider is the NC FAST Help Desk, and the customers are all 100 county departments of social services and Child Care providers.

Acknowledgement: The service level goal for incident acknowledgement is 90 percent of the time incidents are acknowledged within the target response time of 45 seconds (phone) and 1 hour (portal).

Help Desk Ticket Resolution Time: The service level goal for incident resolution time is 85 percent of the time help desk tickets are resolved within the target resolution time. The measured period is the duration between the time when an incident ticket is submitted and when it is resolved in the state's incident tracking tool. The clock stops counting if additional information is needed from the POC. If the Help Desk reaches out to the designated POC for additional information and the information is not received within seven business days then the ticket may be closed

Help Desk Resolution Times are based on assigned impact level and are placed in tiers. Each HD tier is given a maximum number of days to attempt to resolve the ticket before they must escalate to the next tier for resolution.

Economic Benefits Help Desk				
Impact Level	Impact Definition	Number of Days		
		Tier 1	Tier 2	Tier 3
Impact Level 1	No benefits received	2 Days	2 Days	5 Days
Impact Level 2	Partial benefits received	2 Days	5 Days	10 Days
Impact Level 3	Benefits are not impacted	5 Days	10 Days	20 Days

Child Welfare Help Desk				
Impact Level	Impact Definition	Number of Days		
		Tier 1	Tier 2	Tier 3
Impact Level 1	Issue is affecting the entire county or multiple counties. Unable to work any case until problem is resolved.	2 Days	2 Days	5 Days
Impact Level 2	Unable to proceed with a case	2 Days	5 Days	10 Days
Impact Level 3	An issue with the case, but a NCDSS approved workaround is available.	5 Days	5 Days	15 Days

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • OFFICE OF NC FAST

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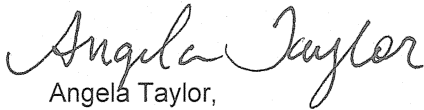
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Provider Help Desk				
Impact Level	Impact Definition	Number of Days		
		Tier 1	Tier 2	Tier 3
Impact Level 1	No Payment/Dire Under Payment	2 Days	2 Days	5 Days
Impact Level 2	Under Payment/Over Payment	2 Days	10 Days	20 Days
Impact Level 3	Roster/Attendance/System Issues	5 Days	20 Days	20 Days

Please also review the attached customer service process. This process will be helpful in assisting directors, managers, and POCs with understanding when and why a ticket is closed and how many days a user has to reopen a ticket if the ticket was resolved due to no response or the resolution did not work.

If you have any questions, please contact Tracy Hicks at tracy.hicks@dhhs.nc.gov.

Sincerely,



Angela Taylor,
 Director
 Office of NC FAST

Enclosure (1): 2018 1203 DCDL Att 1 NC FAST HD Customer Service Process.docx

cc: Tracy Hicks, NCDHHS, Office of NC FAST, Client Services & Support Manager

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