

# NMCI VIP Support

EDS provides certain NMCI users in key management and leadership positions with enhanced Help Desk Service Support at no additional service charge to the DON. For the purpose of identification they are referred to as Executive VIPs and VIPs. This service is not required by Service Level Agreements and may be discontinued as a non-chargeable service at the discretion of EDS. Since this support is being provided at no additional charge, EDS has established the following criteria:

- Executive VIPs: All Flag/General Officers and SES personnel at Navy and Marine Corps locations manned by EDS personnel.
- VIPs: Flag/General Officers not located aboard Navy and Marine Corps locations manned by EDS personnel. O6 level officers who are Commanding Officers, Chief of Staffs, and Executive Assistants to Flag/General Officers.

Additions to the Executive VIP and VIP list that fall outside the stated criteria must be approved by the EDS Regional Delivery Executive.

Executive VIP Service Support Description: Executive VIPs receive a local telephone number from on site EDS personnel to contact a designated on site VIP Customer Services Representative (CSR) when encountering NMCI service issues. When contacted, the CSR will provide immediate assistance over the telephone or, if requested by the customer, an attempt will be made to be at the customer's desk in 15 minutes or as soon as possible during normal working hours. Executive VIP responses will be based on existing VIP work load with preference given to rank. Help Desk tickets will be created for Executive VIPs by the VIP CSR for resolution documentation.

Even when an Executive VIP is away from their home location, contact with the designated site operations team member (CSR) is still recommended. The local site team will coordinate efforts to resolve the service issue.

After-hour support (1800 local time) will be via telephone and all efforts will be made by the designated site operations team member (CSR) to correct the issue over the phone. On site support will be provided the next business day.

Executive VIPs are asked to call the Executive VIP support number provided by the local Site Operations Team. However, if they call the NMCI Help Desk they will be identified as a VIP and supported accordingly.

EDS Site Managers are available to provide Executive VIPs with local site personnel contact information, telephone numbers and service details. However, if Executive VIPs are not available, this information will be provided to their staffs.

VIP Service Support Description: This service allows designated users to contact the NMCI Help Desk and once identified as a VIP, have their issues quickly escalated above Tier 1 support.

Updates to Executive VIP and VIP List: Executive VIPs and VIPs are identified in Remedy. EDS Site personnel will update Executive VIP and VIP list as a result of contact with site CTR and through dialogue with supporting staffs. However, it is the DoN's responsibility to insure the name of those individuals that meet these criteria are provided to the local Site Manager.

Additional Support Options: EDS also provides enhance service that can be ordered as CLIN-8 and CLIN-53 which are supported with Service Level Agreements (SLA).

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- Mission Critical (CLIN-8): Service can be ordered for any NMCI seat whose roles are critical to the mission of the DON. Mission Critical Seats are identified from the Machine Name when calls are placed to the Help Desk. CLIN-8 provides users with Level of Services 3 for all SLAs. Level of Service 3 provides for fastest response, fastest problem resolution and maximum availability.
- Premier Support (CLIN-53): Provides elevated NMCI support services, consisting of continuous technical support and rapid remediation in the event of failures, for NMCI data seats with the NMCI Service area. This service may be ordered for NMCI Data seats during high tempo operations events including wartime, contingency operations, exercises and other events where the NMCI user requires an elevated level of support. Premier Support is priced based on submitted requirements.