

IT Incident Logging & Escalations

The IT Service Desk is the single point of contact for all IT systems issues and technical faults and is open 24/7 everyday

Key Contacts

IT Service Desk: 0330 606 9490

Service Desk Email: IT.Service.Desk@coop.co.uk

IT Service Desk Duty Manager: 0330 606 9494

IT Service Desk Manager: 0844 811 5042

Retail IT Duty Manager (Mon-Sun 08:30-16:30)
0843 658 1458

Senior Escalation Contacts

For urgent escalations or if there has been no resolution to previous escalations, please contact:

Business Service Managers (Mon-Fri 09:00-17:00)
Therese Holden (Support Services) – 07738701488
James Woodward (Distribution/Supply Chain) - 07714598933
Badar Zaman (Stores) - 07525699842

Need to Log a Support Call?

In the event of an IT service issue contact:
IT Service Desk on

0330 606 9490

Alternatively, if your call issue is not urgent please send an email to IT.Service.Desk@coop.co.uk

Other Ways to Log

Service Desk Email IT.Service.Desk@coop.co.uk

Please note that all calls logged via email will be categorised by default as Priority 4

Reporting Major Business Disruption

If there is a **major business disruption** and you need to log **P1** or **P2** incident please call ITSD and request they instigate the **Major Incident Process**.

Our Major Incident Team will then support resolution of the incident.

DO NOT RAISE P1 or P2 incidents via CHAT

Agreed IT Service Levels

ITSD allocates the priority of incidents based on an Impact/Urgency assessment. This has been agreed with the business to ensure resources are focused on the most critical issues.

	Urgency		
Impact	High	Med	Low
High	Priority 1	Priority 2	Priority 3
Med	Priority 2	Priority 3	Priority 4
Low	Priority 3	Priority 4	Priority 4

A **HIGH** Impact would be one which significantly impacts multiple business operations or critical systems. Or presents a critical financial or reputational risk to the business. A degraded service would usually be logged as a **MEDIUM** impact.

A **HIGH** Urgency incident would be one where multiple business areas are affected or where significant deadlines being missed will result in a major business impact. A **MEDIUM** Urgency will be used for incidents where operations can continue albeit with reduced throughput.

A system outage is classed as a **P2** impact unless it impacts a vital business process when it is classed as **P1**. Other faults are classed as **P3** or **P4**. Single user or hardware faults would usually be logged as **P4**. These priorities have been set in agreement with the business to balance risk and impact against the need to minimise cost.

Updates, Escalations & Resolutions

If you require an update to an existing incident, call the **IT Service Desk** on 0330 606 9490, They will be able to check the current status of the incident and provide you with an update.

If the resolution time has exceeded the service target you should contact the **IT Service Desk Duty Manager**. If they can't help, you should call the **IT Service Desk Manager** or alternatively contact the **Retail IT Duty Manager**.

If these escalations fail to resolve your issue and you are still experiencing problems then contact the **Business Service Manager** for your area.

Senior Leadership can also escalate to the Head of Business Service Management and Retail IT Directors.

Incident Resolution Targets

Priority 1 – 2 hours

Priority 2 – 4 hours

Priority 3 – 72 hours

Priority 4 - 5 days

