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| Title | <i>Process for Contacting Bell's Service Desk</i> |
| Created by | <i>Manitoba</i> |
| Date Created | <i>January 31, 2020</i> |
| Background | <p>It is anticipated that over the course of the 15 year services agreement, Public Safety Entities (PSEs) will have a need to contact Bell to report/request a number of items including but not limited to:</p> <ul style="list-style-type: none"> a) service issues (i.e. loss of service, degradation of service) b) radio inventory changes c) radio repairs, etc. <p>A single point of contact will be used to collect the required information and initiate the appropriate workflows to accommodate the various PSE inquiries.</p> |
| Purpose and Scope <small>(What are goals, parameters, and scope? What is out of scope?)</small> | To establish and implement a consistent process to contact Bell's' Service Desk. |
| Process Input <small>(Who and what prompts the request and why?)</small> | <p>The process is prompted by:</p> <ul style="list-style-type: none"> a) An inquiry from a PSE regarding PSCS or b) An inquiry about PSE equipment |
| Process Flow <small>(What is the first step to start the input going? What are the activities?)</small> | <ol style="list-style-type: none"> 1. PSE identifies a need to contact Bell (e.g. service outage, loss of PSE radio, etc.). 2. PSE calls 1-833-551-3925 or PSE sends an email to bmradiocc@bell.ca. 3. Bell logs an incident and provides the ticket/reference number to the PSE. 4. Appropriate Bell workflow is activated. 5. Bell notifies PSE when issue is resolved (as applicable). |

Process for Contacting Bell's Service Desk

Document Owner: Government of Manitoba

| Version | Date | Author | Change Description |
|---------|----------------|----------|--------------------|
| 1.0 | March 27, 2020 | Manitoba | Initial Release |
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Approvals & Acceptance

I have reviewed the information in this document and I agree;

| Date | Document Version | Approver Name and Titles |
|----------------|------------------|-------------------------------|
| March 27, 2020 | 1.0 | Duane Feely, Project Director |
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