

**REGION 10 U.S. ENVIRONMENTAL PROTECTION AGENCY  
INFORMATION TECHNOLOGY (IT) HELP DESK SUPPORT SERVICES  
QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

The following Quality Assurance Surveillance Plan (QASP) has been developed pursuant to the requirements of this PWS. The measures set forth procedures and guidelines that EPA Region 10 will use in evaluating the technical performance of the Contractor on a quarterly basis.

<b>1. HOTLINE AND HELP DESK</b>		
<b>Performance Indicator</b>	<b>Surveillance Method</b>	<b>Maximum Error Rate</b>
Quality of Service	Customer feedback (including completed survey and unsolicited feedback.)	10% of completed survey results
	Random sample of tickets. To be reviewed for proper documentation and appropriate process management (Tier 1 to Tier 2).	10% of sample tickets
Timeliness of performance	Incident tickets – service level agreement (SLA) is met.	2% of tickets on report
Customer Service	Customer feedback (including completed survey and unsolicited feedback.)	Overall score of 4 or higher on 95% of the surveys monitored
<b>2. WORK ORDERS (Projects)</b>		
<b>Performance Indicator</b>	<b>Surveillance Method</b>	<b>Maximum Error Rate</b>
Quality of service	EPA Technical Expert feedback (including completed surveys.)	10% below average score
	Random sample of work orders and associated tasks. To be reviewed for proper documentation and that the contractor followed instruction in the task order.	2% of work orders reviewed.
Timeliness of performance	Completed on or before due date.	5% of all work orders
Customer Service	EPA Technical Expert feedback (Including completed surveys.)	10% below average score
<b>3. USER MANAGEMENT REQUESTS</b>		
<b>Performance Indicator</b>	<b>Surveillance Method</b>	<b>Maximum Error Rate</b>
Quality of service	Customer feedback PC Coordinator feedback Analyst feedback COR random checks	2% of all UMR's that are completed unsatisfactorily
Timeliness of performance	Completed by due date. (The entire process including EPA work allows for 10 days for new users and 3 days for user changes and user check-outs.)	If 2% of the UMR tickets are not completed in a timely manner due to Contractor's delay in the process, the measure has not been met.
Customer Service	Customer feedback (including completed pass/fail survey)	2% of completed surveys

<b>4. EQUIPMENT CHECKOUT &amp; DEMO EQUIPMENT SET-UP</b>		
<b>Performance Indicator</b>	<b>Surveillance Method</b>	<b>Maximum Error Rate</b>
Quality of service & customer service	Customer feedback (customer complaints - check-in comments, e-mail or verbal)	3 complaints per quarter
Timeliness of performance	Customer feedback (customer complaints - check-in comments, e-mail or verbal)	3 complaints per quarter
<b>5. HARDWARE MAINTENANCE/REPAIR/DISPOSAL (EXCESS)</b>		
<b>Performance Indicator</b>	<b>Surveillance Method</b>	<b>Maximum Error Rate</b>
Quality of service	Random sample of Asset Management records (tracking data)	1% of sample
Timeliness of performance	Random check of preventative maintenance log against vendor recommended schedules	10% of random checks
<b>6. INVENTORY MANAGEMENT/INVENTORY SHIPPING AND RECEIVING</b>		
<b>Performance Indicator</b>	<b>Surveillance Method</b>	<b>Maximum Error Rate</b>
Quality of service	Random sample of Asset Management records to be reviewed for accuracy.	1% of sample
Timeliness of performance	Updates need to be completed within two business days. Random sample of records to be reviewed.	1% of sample
<b>7. CUSTOMER COMPUTER TRAINING</b>		
<b>Performance Indicator</b>	<b>Surveillance Method</b>	<b>Maximum Error Rate</b>
Quality of service	Student feedback (including completed surveys.)	Of the surveys monitored, 5% overall score below 4
Timeliness	COR review of training schedules and announcements	0% failure to post training schedules.
<b>8. CONTINUITY OF OPERATIONS PLAN (COOP)</b>		
<b>Performance Indicator</b>	<b>Surveillance Method</b>	<b>Maximum Error Rate</b>
Quality of service	Participation in all exercises and planning meetings at the direction of the IRU IT COOP Manager.	0%