

## Client Requirements

The Intelligent Content Solutions, LLC (ICS) support process is designed to aid and assist our iCare customers. Support is provided to clients that have an active iCare contract with ICS. Support is provided by ICS support and technical staff to a designated liaison(s) on the client's staff.

## Communications

The following communication methods are available to obtain assistance from ICS for a technical support issue.

- Telephone Support
  - General Support Line – 949.287.3350 ext. 2
  - Direct Support from the project manager assigned to the client. (extension varies by project manager)
- E-mail Support
  - General Support e-mail ([support@icontentsol.com](mailto:support@icontentsol.com)) (please only this email in the TO: of your email, not CC: or BCC: ) You can CC others and they will be tagged on the ticket and will receive updates. The help desk is monitored and alerts the available technicians – the ticket system ensures the proper person will see it, copying others at ICS can delay support.
  - Optionally: E-mail project manager directly (e-mail address varies by project manager)

## Implementation Support Team Response Methods

### Telephone Response

During normal business hours **from 8 AM to 5 PM PT**, the goal is to service all incoming support calls within 4 hours. Outside normal business hours, the goal is to return a customer's call the next business day.

### Email Response

During normal business hours **from 8 AM to 5 PM PT**, the goal is to answer all email within 4 hours. Outside normal business hours, the goal is to answer a customer's email the next business day.

Support emails ([support@icontentsol.com](mailto:support@icontentsol.com)) are routed to a service desk application (JIRA). Please add as much information (logs, screen shots including URL, description) to the original case. Upon receipt, the system assigns a ticket number and sends an acknowledgment email back to the customer. If the ticket creator did not receive an acknowledgment, then the ticket did not get generated and please use the portal (<https://icontentsol.atlassian.net/servicedesk/customer/portals>). Customers are encouraged to work through the help desk system (by using the portal or replying to the thread). All users copied on the initial email will be notified of any updates.

## Training Issues

Training issues are assigned to the ICS training specialist or project manager based on the product knowledge of the customer and the complexity of the issue. When possible, training issues are assigned to project manager who has been working with the client. Training Issues are classified into two categories:

- **Immediate Training Sessions**
  - Requiring 5 to 10 minutes of supplemental training
  - Covers basic software operation functions
  - Provided as a refresher to clients that have previously completed scheduled product training sessions.
  
- **Scheduled Training Sessions**
  - Requiring more than 10 minutes of instructional time
  - Advanced training issues
  - Topics for which the client has not been previously trained

Note: The ICS maintenance plan does not provide for extensive training beyond a client’s original training plan. Additional training fees may apply.

## Technical Issues

Technical issues are defined as those where the supported software does not appear to be functioning as expected by the client. An ICS product specialist or project manager is assigned based on type and complexity of the issue or problem reported. The person assigned maintains close coordination and communication with the client to provide timely status and to obtain additional information required for resolution.

Our goal is to resolve the issue as quickly as possible, on the first call if possible. Situations in which a client’s installation is completely down or inoperable are considered highest priority and are given immediate attention. Otherwise support calls are given a first come, first serve priority. The next section highlights our levels of service.

## Priority Levels for Requests

ICS uses the following guidelines to prioritize customer requests and strives to begin working on the reported issue or problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time.

PRIORITY	DEFINITION	RESPONSE TIME
Critical	An issue affects the use of the software across the installation base of the application(s). The application is completely down or inoperable.	Within 2 business hours

PRIORITY	DEFINITION	RESPONSE TIME
High	An issue with no known work around affects a single user and is critical to be addressed immediately.	Within 4 business hours
Medium	An issue with no known work around affects a single user and is critical to be addressed immediately.	Within 8 business hours
Low	A change request or enhancement that does not need immediate attention but is important to improve the client's experience.	Within 3 working days

### Technical Resolution Process

- **Remote Desktop Access:** ICS makes every effort to resolve issues at the time of the service call by using remote access tools. These tools allow our specialist or project manager to access the caller's desktop remotely for the purpose of expediting the resolution of the call. The caller can view the activity on their local monitor as it occurs. Permission will be requested before accessing the machine remotely.
- **Client hardware or network problems:** Technical issues may be the result of issues with the client's network or computer hardware. In such cases, the client is expected to provide the appropriate IT support to work with the ICS Technical Team to resolve the problem.
- **Technical or training issue:** Often technical issues are actually training issues. If, in the process of correcting the issue, the support specialist or project manager determines the issue is a client operator error, the issue is treated as a training issue.
- **Change requests or enhancements:** During the process of investigating an issue, it may be determined that the client is actually requesting new software capabilities. If this is the case, design specifications are requested from the client, then ICS creates a quote based on the scope to deliver the new capabilities. Once the quote is approved by the client, the steps performed for a change request are followed.

### Triage Process

#### Triage Steps Performed by ICS Staff:

1. Verify the issue with the client. Access servers or logs remotely through the client approved remote access methods if they are available. If remote access is not available then ICS will work through a WEBex session.

2. Determine if the problem is a result of a client's hardware or network failure. If needed, gain access to the client's IT staff to help resolve the issue.
3. Determine if the problem is an installation issue or an issue that has been resolved by a recent software release. If necessary, perform the proper upgrade function. At most sites, a PLAN to upgrade production level software may require additional time and effort. Note: At a minimum, this may require the client to perform a backup before additional troubleshooting can take place.
4. Determine if the issue is security related. Provide support with client's administrative contact to correct user rights if necessary.
5. Determine if the issue is data related, then instruct the client in how to correct the situation.
  1. Perform back-end queries if data issue was related to an initial data pre-load problem.
  2. Otherwise, if issue is determined to be a software bug, construct a short-term work around if possible and follow the steps performed when a software modification is performed.

### **Steps Performed When a Software Modification is Required to Resolve the Issue.**

1. Set up or obtain the necessary data sets to reproduce the problem at ICS and create correction specifications.
2. Add the issue to the ICS development release queue;
3. Consult with the appropriate ICS software development team members to obtain an estimated completion date.
4. Provide the client with an estimated time of completion.
5. Follow ICS standard testing procedures once programming change has been completed.
6. Notify client when the new software version has been released and schedule software upgrade if necessary. Any changes would be following the client's change control board procedures if available.
7. Confirm issue has been resolved with client.

### **Feedback**

ICS is interested in your feedback and is proactive in obtaining your comments on our service. You are encouraged at any time to provide feedback by sending an email via our contact page.