SOP Customer Support Process

Chad Conant
5/20/2016

Contents

Revision History

Revision	Description	Author	Authored Date	Approver	Approved Date	Released By	Release Date
1	Initial	Chad Conant	May 20, 2016	Jim Walker	May 20, 2016		May 20, 2016
2	Add phone numbers	Chad Conant	March 29, 2017	Jim Walker	March 29, 2017		March 29, 2017
3	Annual review	Chad Conant	May 22, 2017	Chad Conant	May 22, 2017	Chad Conant	May 22, 2017
4	New Service Desk	Heath Jones	Sep 27th, 2018	Heath Jones	Sep 27th, 2018	Heath Jones	Sept 27th, 2018

References

Location	Filename	Title	Version	Source

Overview

The purpose of this document is to outline the Technical Support process for when a customer has an issue, question or change request.

Audience

The document was created for customers, and is available to all customers and employees.

Assumptions

The assumptions in this process are that Technical Support employees have access to and are trained in using the Service Desk application.

Change Management

Any change to this document requires approval by the executive team.

Quality Controls

This document will be reviewed annually, and adjusted as needed. Any required changes to the process are documented as versioning of the document.

Reporting Issues / Submitting Requests

CloudHesive provides complete customer support 24 hours a day, 365 days a year for all customers. The technical staff uses a Service Desk Platform to manage questions, issues, problems and change requests from customers. Reporting to CloudHesive is done via web-portal (support.cloudhesive.com) and email (email service will be discontinued in Jan 2019) for all requests and also via phone for emergency situations, to the following contact information:

CloudHesive Support
Portal: http://support.cloudhesive.com
Email: support@cloudhesive.com
Phone: United States   1-800-860-2040, option 2
           Australia   +61 (2) 80742932
           United Kingdom   +44 (20) 37955127

All issues should be initially reported to Support through the customer portal, email (email service to be discontinued Jan 2019) or phone. Subsequent information provided to Support must be provided by response to support@cloudhesive.com or through the portal. Relevant updates from the CloudHesive Support team will be provided only in the assigned ticket, which will be sent by email notification and accessible through the customer portal.

Types of Issues and Requests

Customers may need to contact Customer Support for varying reasons; to ask a question, to report an issue or submit a change request. Below are definitions for each type of request.

Inquiry (I have a question!)

A question about the service, billing, etc.

Incident (Stuff is broken!)

An unplanned interruption or reduction in quality of service, either discovered internally by CloudHesive or reported by a customer.
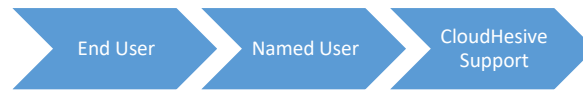
Service Request (Do stuff for me!)

A request for services.

Problem

A recurring incident that has been experienced on multiple occasions.

Triaging

End User → Named User → CloudHesive Support

A customer can designate up to two (2) resources as "named users" that have authority to contact CloudHesive Support directly to report issues. Requests from non-designated resources will be deferred to the named users until the request is approved by one of them. Approval by a named user is applied to the life of the request, thereby granting permission for the non-designated resource to work with the CloudHesive Support team for the duration of that specific request. Named users are expected to triage requests from end users of their service, classify severity and then raise a ticket with CloudHesive Support, as necessary.

Severity

The severity of a ticket refers to the immediate impact to a customer for a given issue or request. This can range from a low impacting request, such as request for logs or inquiry about services, to a system down outage of service.

The type of severity is determined by the extent of impact to the customer and nature of the issue or request. The following defines each severity:

Severity Level Classification	Definition
Severity 1 (Emergency)	Complete outage of services in Production
Severity 2 (Urgent)	Partial outage or degradation of services in Production
Severity 3 (Non-critical)	Requests to modify services (e.g., change a configuration, perform a restart)
Severity 4 (Low)	Request for information about services (e.g., logs, configuration details)

Response and Resolution

Response time refers to the maximum amount of time that will elapse before CloudHesive responds to the request. Resolution Time refers to the maximum amount of time that will elapse before CloudHesive resolves the request. Resolution implies the implementation of a temporary workaround or permanent solution. Please refer to the following Response and Resolution Times by Severity:

Service Level Agreement (SLA)

All reported service requests, incidents and inquiries to Support fall under the CloudHesive SLA response and resolution timeframes, and are dependent on the priority of the request. Time to first response and Time to resolution by priority are as follows:

Standard Hours

Refers to the timeframe between 9:00am and 6:00pm Eastern Standard Time (EST) Monday through Friday, excluding any CloudHesive US published Holiday. See "Published Holiday Schedule" for details.

Priority	Time to first response[*]	Time to resolution[*]
Sev 1 (Critical)	15 Mins	4 hours
Sev 2 (Urgent)	1 Hour	24 hours
Sev 3 (Service Request)	4 Hours	72 hours
Sev 4 (Inquiry)	8 Hours	5 Business Days

The times listed above start when an incident, service request or inquiry ticket is created.

Non-Standard Hours

Refers to all other timeframes outside of "Standard Hours", assumes Eastern Standard Time (EST), and includes any Cloudhesive US published Holiday. See "Published Holiday Schedule" below for details.

Priority	Time to first response[*]	Time to resolution[*]
Sev 1 (Critical)	15 Mins	4 hours
Sev 2 (Urgent)	90 Mins	24 hours
Sev 3 (Service Request)	Next Day	72 hours
Sev 4 (Inquiry)	Next Day	5 Business Days

The times listed above start when an incident, service request or inquiry ticket is created.

Published Holiday Observations

Observed Holidays are considered "Full Day"

Full Day

Refers to the timeframe 00:00-24:00 hours of a single day.

Published Holiday Schedule

A published holiday schedule for our offices and support operations can be found on our website
http://www.cloudhesive.com/support

Unless otherwise specified, requests to the Service Desk are given a Severity of 3 as non-critical. Inquiries or requests submitted to CloudHesive Support should include sufficient information for the Support team to understand, review and diagnose the request. Minimal information should include as much of the following as possible, as pertinent:

- Hostname, IP Address, URL, Protocol/Port or type of connection (e.g., Internet, VPN)
- Directory and File
- Users, groups or roles affected, with login information
- Website, Webservice, Application Pool or Service
- Database Instance, Name or Object

Ticket Processing

All requests and inquiries are reported to CloudHesive Support via email (support@cloudhesive.com) or through the ticket portal (support.cloudhesive.com). Severity 1 and 2 request should be followed up via phone call to Support. After hours requests will then be forwarded to an on-call engineer for prompt response.

Severity 1 tickets are given the highest priority and processed per the Response and Resolution Times mentioned before. Updates will be provided every 30 minutes until the issue is resolved. All Severity 1 tickets will yield a Root Cause Analysis (RCA) provided to the customer within a reasonable period of time. Note that an RCA may need to be provided by a service provider, though CloudHesive will work with the provider to obtain the RCA for the customer.

Severity 2 tickets are also considered high priority and processed per the Response and Resolution Times. Depending on the nature of the issue, an RCA may be requested.

Severity 3 tickets represent change requests and are processed in accordance with the Change Management Process (see SOP – Change Management document). Change requests are completed within 72 hours of the initial request, assuming full details for the requested change are provided by the customer.

Severity 4 tickets are considered the lowest priority and typically represent an inquiry on managed services. These tickets are completed within 5 business days of the initial request.

Communication

As mentioned above, all issues should be initially reported to Support through the customer portal (support.cloudhesive.com), email (support@cloudhesive.com) or phone (1-800-860-2040, option 2). Subsequent information provided to Support must be provided by response to support@cloudhesive.com or through the portal. Important updates from the CloudHesive Support team will be provided only in the assigned ticket.

Responsibilities

As a managed cloud services provider, CloudHesive assumes responsibilies for some aspects of the managed services, while the customer is expected to assume responsibility for other aspects.

CloudHesive

CloudHesive is responsible for:

- Infrastructure that is part of the service:
  - Internet connectivity to the managed service
  - VPN connectivity to the managed service
  - Network connectivity within the managed service
  - Hardware supporting the managed service
  - Operating System supporting the managed service
  - Base Application supporting the managed service
  - Base Database supporting the managed service
  - Managed Services (such as EaaS)
- Execution of the Service Management Processes described in this document
- Availability of the above Infrastructure (with a specific SLA in the agreement) excluding Cusomter Application and Database customizations
- Filesystem based backups with a recovery point from 1 to 14 days in 1 day increments
- Security of the above including patching (on a quarterly basis) excluding Customer Application and Database customizations
- Automatic scalability of the above (if it is part of the agreement)

Customer

Customer is responsibile for:

- Infrastructure that is not part of the managed service:
  - DNS Servers (if they are not managed by CloudHesive)
  - SSL Infrastructure (if it is not managed by CloudHesive)
  - VPN Connectivity that is not part of the managed service
  - Internet Connectivity that is not part of the managed service
  - Customer Application and Database customizations
- Security of the above Infrastructure and Application
- Any architectural deviations applied to the managed service that have been approved by Customer
- Utilizing the supplied infrastructure to store Customer backups
- Adherence to the Service Management Process described in this document and the Executed Contract

Escalation

Should a customer need to escalate an issued Support ticket, they can send an email to escalations@cloudhesive.com, making sure to include the issued ticket number. An elevated response will be provided within the defined Response Time for a Severity 1 ticket.