



DatumSolutions™
ECM · BPM · Cloud Solution and Service Provider

RapidSUITE

Product Support

V2.3
March 2017



Document History

Version	Date	Author, Org Unit	Status	Comment / Description of Change
V1.0	4/3/2015	Shavela Mosley	Draft	Initial version
V1.1	4/15/2015	Shavela Mosley	Draft	Updates based on 4/9 discussion
V1.2	6/15/2016	Shavela Mosley	Final	Updates based on 5/10 discussion
V2.0	2/8/2017	Dale Hite	Draft	Updates
V2.1	2/22/2017	Dale Hite	Final	Proposed changes
V2.3	3/6/2017	Dale Hite	Published	Final

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1. Overview

1.1 Production Support

All RapidSUITE Product issues are raised as a Production Support ticket, and will be reviewed by Operations Support triage team as the first response for issue triage to confirm acceptance and the issue Severity and Priority, which will establish Datum Support response as outlined below.

1.2 Defect/Break Reporting Process

1. Designated client representatives are required to submit and participate in managing communication on reported issues. This presumes internal steps of education, installation and FAQ references have been completed prior to reporting to Datum Support.
2. Report issue to Productsupport@dcgteam.com or telephone call to 1-317-863-5604. Both communication channels will capture a client reported issue and initiate support process.
3. Issue is recorded in Datum OTRS Record tracking system.
4. Datum initial response handles first responsibility of triage, analysis and impact assessment, opens defect Ticket assigning initial priority and resource assignment.
5. **If critical or showstopper** – Ticket will be escalated per process outlined below. Otherwise, Non-critical tickets will follow process outlined below.
6. If warranty, Ticket will be updated to reflect assignment for Project Delivery Team.
7. Product Enhancements are assigned to Product teams for next appropriate release schedule.

Severity Scoring Method (to determine severity assignment)

Severity	Defect Criteria
SS - Showstopper	A fatal issue that means business cannot continue with a fix and/or the business is unable to use the application.
1 – Critical	A problem that allows user to continue their process using a difficult workaround and/or significantly impact the business' ability to use the application. The issue may warrant an emergency escalation and must be fixed prior to the next release.
2 – High	A problem where users can continue with moderately straightforward workarounds and/or has an impact on the business ability to use the application. Business and IT jointly determine scheduling of a hotfix.
3 – Medium	A problem where users can continue with straightforward workarounds, data fixes and/or has a minor impact on the business' ability to use the application.
4 – Low	Used to highlight minor issues that do not impact the business ability to use the application. Suggested

	improvements to business effectiveness or efficiency when using the application.
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1.3 Defect Management Process

The following are the various fields necessary when reporting an issue.

1. **Client Company Name: REQUIRED FIELD**
2. **Client representative reporting issue: REQUIRED FIELD** 3.
Operational unit reporting issue:
4. **Contact information for follow-up: REQUIRED FIELD**
5. Product Name (version) experiencing the behavior:
6. **The Summary description of the issue: REQUIRED FIELD** 7.
Attachments: screenshots, log files, example images, etc.
8. Number of users impacted:
9. %of user activity impacted:
10. Work around if any:

Additional Related Information: Client environment activity, Operating System, related DB, Virtual or Physical devices, upgrades, network changes

During the call-in conversation interview, the above information is gathered and entered the Incident Tracking System. Alternative, this information will be transferred from the email received reporting the issue.

1.4 Enhancements

Enhancements will be set up in OTRS so we can track the customer's needs, placing it in "planning" status with the Development team name, until it gets prioritized within a release, then a BRD will be attached. Enhancements may not have their own release scope/effort – any defects will be prioritized with the support team or prioritized by the triage team for (Commercial IT) defects for a release.

1.5 Service Response Standards

Service Level agreements for RapidSuite Products in client operations, who have a current paid support agreement, will first be triaged by on-call response support. If unable to resolve through knowledge management system or personnel expertise, Support resources are engaged to resolve system issues according to the below SLA.

Will respond according to SLA response table listed below upon receipt telephone call or the email in the support email box. Expectation is to review defect, recreate defect in customer production environment (when possible), alternatively utilize best efforts in a Lab supported configuration environment. Upon reproduction, open defect and/or apply sample to an existing defect, and offer customer workable alternatives to getting around the system issue. In cases where unable to reproduce, will utilize best efforts outside of SLA commitment in collaboration with Client participation. Determine if escalation is required and proceed as outlined below.

SLA on fix times can be much greater for specific customer issues since we are required to replicate issues before developing a resolution, including our ability for QA to test appropriately.

Hot fixes would be scheduled for inclusion in the next available product release.

Severity	Definition	Initial Response & Updates (business hours/days)	Resolution
SS – Show stopper	Client business blocked, extreme risk to business	1 – hour response & 4 - hour updates while/until resolved	Target 8 hours
1 – Critical	Client business significantly impacted, some ability to transact, High risk to client customers	4 – hour response & 8 - hour updates while/until resolved	Target 3 business day
2 – High	Business productivity impacted with work around Medium risk to client customers	6 -hour response & Once Daily update while/until resolved	Target 10 business days
3 – Medium	Business productivity moderately impacted with work around Low risk to client customers	24 – hour response & Once Weekly update while/until resolved	Target 21 business days
4 - Low	Slight productivity impact, low or no risk to client customers	48 – hour response & Once Weekly update while/until resolved	Target 30 days or application release scope

***Target is best efforts to resolve with client support, not contractual guarantee. Many issues are complex and unique to client environments.**

1.6 Communication

Client communication is important to maintain clear insight into both client environment, should additional factors come to be known as well as Datum's progress toward replication of the issue and resolution.

Datum will follow the defined response time dictated by the issue severity. Should the Target resolution time be extended, Datum will have the option to raise the Severity level to ensure increased Development team focus is asserted.

All SS & Critical issues will be communicated to Datum CEO and COO immediately.

All Critical and High issues, in addition will be communicated to Datum Manager of Development and Development Project Lead as well as Client Account Sales lead.

All issues will be communicated to Client Relationship Manager.

All issues progress status report will be issued to each client each month, by the 3rd business day of next month, through the Client Relationship Manager.

1.8 Statements of legal rights to change without notice.

2. Glossary of Terms

Acronym Name		