

Adsystem AES

Technical Services Guide



Technical expertise to keep
you focused on your
mission.



Expertise at your fingertips...

Adsystem technical services plans ensure our customers have effortless access to needed assistance by phone, email and even from within our AES software modules. We tailor our support plans to complement each customer's organizational goals and technical capacities. This guide offers an overview and answers many commonly asked questions about Adsystem Technical Services.



Who is authorized to receive Adsystem Technical Services?

All active contacts for your organization may utilize the eFactory tool for online support. However, only those you authorize may obtain support assistance from our Technical Services team (the primary contact for your organization controls this authorization). For more details, contact your support representative.

The technical services team is committed to helping you resolve product issues quickly and easily.

Master your software. Enroll in Adsystem AES University.

Adsystem provides a variety of online materials, expert instructors (via Webinar sessions) and in-person live instruction (either on customer sites or at Adsystem facilities). Adsystem also offers a pre-defined curriculum for system administrators who have a desire to achieve efficient daily maintenance, powerful report development and ongoing system enhancements.



Three easy ways to get AES Technical Services.

1. Online Resources

AES software puts answers right at your fingertips, 24/7. The site allows you to:

- Download software updates
- Download product materials
- Search the powerful online knowledgebase
- View/edit your contact profile and information
- Review your support case history
- Submit technical service requests

Log on at: www.esserver.com

Watch and listen to our free demo under the Training Modules Section

2. Direct Support – Contact our technical team directly by:

- Phone – Domestic customers may call toll-free at 888.602.2225. International customers may call 562.283.2465. Normal business hours are M-F 8:00 a.m.-8:00 p.m. EST *excluding Federal Holidays*
- E-mail – Simply send by e-mail to technicalservices@adsystech.com.

3. eFactory Technical Services Page

- Create service request which are directly submitted to Technical Services
- Run AdHoc reports on all support request
- Receive e-mail notifications of ticket status changes
- Re-open closed tickets.
- Log your responses for each service item
- System Administrators can manage service issues for all local agencies and programs.

eFactory Technical Services Status Definitions:

New: A customer or technical services member has created a new issue for review. A service ticket is associated with the issue.

Open: Adsystem technical service team is currently working on the resolution or the issue.

Waiting for Response: Adsystem has questions or needs more information regarding this issue. The customer should provide additional information to the ticket.

Closed: Adsystem has resolved the issue and has implemented it in Production or the customer no longer needs assistance.

Re-Open: The Customer does not feel that the issue is completely resolved and has provided additional information to assist with resolution.

DevNew: The item has been moved to development for review and resolution.

DevOpen: Development is currently reviewing the issue and creating an acceptable resolution.

DevClosed Patch Server: The Patch is a script and/or a Server-side dll. It has completed development and needs to be moved to QA testing.

DevClosed Patch Client: Development has created a fix, which requires an update to the Client Browser (new MSI). The customer and Adsystem will have to coordinate the appropriate timing of the release.

DevClosed New Release: The requirement has a significant impact on the system. The update will be part of a New Release that requires the UAT process.

Patch Verified: The Patch has been tested and verified on the Pre-Production Server. This is the final preparation prior to applying the Production

eFactory Technical Services Status Definitions Cont':

User Request: These are items users request out of the AES system. These items are not part of SMA or standard tech support therefore will be examined by the AESdevelopment team during their normal System Develop Life Cycle (SDLC) process. All items marked as user requests are not guaranteed to be part of future upgrades but Adsystech will review all requests and make every effort to incorporate requests where and when it fits in the SDLC process.

Account Management: The item generally is outside the scope of the contract and the Project Manager needs to contact Adsystech Account Management for resolution.

Note: *Items highlighted in **blue** are appropriate responses for administrators utilizing the technical services tools.*

Until the Service Ticket Status is set to Closed the Service Ticket action has not been implemented in Production.

Technical Services & Request Management

Technical Services

Our technical services throughout each of its tiers of operations receive, troubleshoot, and respond to end-user problems or requests for new features, logs and tracks these requests using our Enterprise Service Request (ESR) integrated tracking module. With the use of this tool we are able to determine how best to address the problems or new feature requests which can originate from any of the tiers of support. One of the top priorities of the ESR module is to ensure a consistent response to problem resolution, service requests, status reporting, and notification of changes related to the application(s) being supported.

Technical Service Levels

1) Tier 1

Basic level of support where service problems are logged into the ESR module, triaged, troubleshooted, and elementary problems are resolved. Examples of this include: basic “how to” questions, hardware diagnostics, password resets, account creation, Enterprise Application user access for any AES module, etc. This is typically managed by the Agency Administrator.

2) Tier 2

Intermediate level of support where incoming user requests are logged or triaged into the ESR module with updated details and resolved or routed to Tier 3 support resources for review. Examples of this include: more advanced “how to” questions, advanced hardware diagnostics, Enterprise system pages functions, organization roles and security management services, etc. This is typically managed by the System Administrator often referred to as the Super Administrator.

3) Tier 3

This level of support is not generally provided by System Administrators. These problems usually involve advanced levels of support that require specialized technical or application expertise and possibly development assistance. Examples of this include: advanced administrative setup, system outage or system-wide performance concerns and application bugs, etc. This is typically managed by the Adsystem Customer Support Team.

eFactory Technical Service Tools

All tier 1-3 technical support staff share an integrated tracking database “eFactory” accessible through the standard application browser user interface. This common repository allows for shared coordinated management of service requests entered by members of the user community or technical support staff (tier 1-3). Tools available in the eFactory are as follows:

- **Enterprise Service Request (ESR)** – is a powerful enterprise-wide IT service request management solution. Adsystem has invested in the deployment and utilization of this module to integrate the multiple Tiers of technical support services required in a multi-organization enterprise deployment.
- **Novice Mode** – Novice Mode is a help tool that will walk Users through each step of a Process (i.e. entering a Client into a Program or adding income to a Client record). The Control item (field, button, etc.) of each step of the Process will turn a specified color and a tool tip will appear explaining the correct procedure for that item. A Process can jump across pages and can be as long as needed to explain the entire procedure. Any User can access it and use it once it has been set up. Processes can be added to help new Users with little training or to introduce a new page or process to your existing Users. System Administrators should be sure to test each Process thoroughly for accuracy.
- **Others** – Technical support staff utilizes other desktop remote control and monitoring tools to efficiently analyze problems without having to dispatch technicians onsite. This avoids expensive desktop ‘touch’ visits e.g. SpeedTest / QOS tools and real-time webinars.

Technical Service Responsibilities by Tier

Tier 1 Service Staff are expected to provide basic problem resolution according to the complexity and experience with the specific problem – the more calls the Tier 1 staff can resolve without escalating to a Tier 2 staff person, the better.

- Completing ESR ticket information as accurately as possible to capture basic Tier 1 information about the problem or request.
- Managing the ongoing operation, administration, support, and stability of the local user environment. All hardware/software products required to ensure reliable access to the enterprise application is the primary responsibility of this individual(s).
- Ensuring that local users are adequately trained in the use of both the technologies and software applications.
- Providing management reporting capabilities from the ESR system to assist in gathering and analyzing the information they need to effectively manage ESR tickets assigned to their groups and within their organization.

Tier 2 Service Staff are expected to provide more advanced problem resolutions according to the complexity and experience with the specific problem – the more calls the Tier 2 staff can resolve without escalating to a Tier 3 staff person, the better.

- Completing ESR ticket information as accurately as possible to capture basic Tier 1-2 information about the problem or request.
- Through the use of the eFactory site, grouping similar issues into Master tickets prior to routing to Tier 1. This will allow for a single update to close multiple tickets.
- Triaging of Tier 1 tickets with updated details and route them to Tier 3 support resources for review when appropriate.
- Ongoing review and management of the progress of Tier 1-2-3 tickets through the resolution process.
- Ensuring that local Tier 1 staff is adequately trained in the use of both the technologies and AES modules.

Tier 3 Service Staff are expected to provide advanced problem resolution according to the complexity and experience with the specific problem.

- Completing ESR ticket information as accurately as possible to capture basic Tier 3 information about the problem or request.
- Ongoing review and management of the progress of Tier 3 tickets through the resolution process.
- Triaging of Tier 3 tickets with updated details and route them to development support resources for review when required.

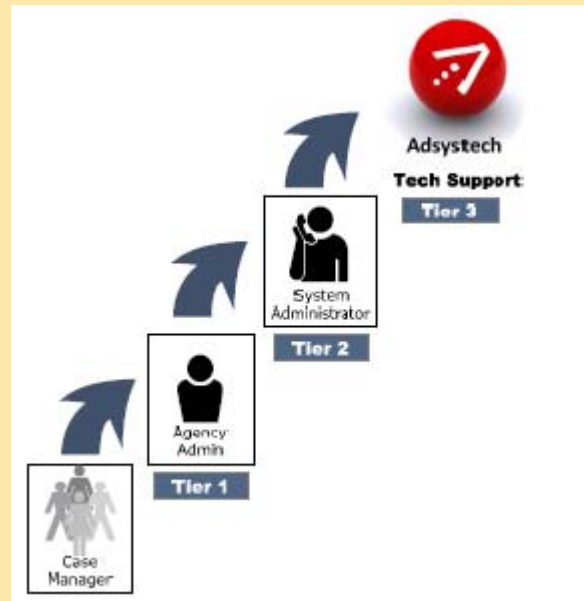
Technical Service Ticket Escalation Process

Ticket Escalation

The goal of Adsystem is to ensure that end users have the most positive experience while using any of the AES modules. To do so it is critical for all technical service staff, either Adsystem, System Administrators or Agency Administrators understand how tickets should be escalated and the importance of escalating tickets properly. Through the use of the ESR toolset, the following rules apply:

Technical Service Levels

- 1) **Case Manager:** All users who access any AES module. Users can create support tickets through the use of the support ticket popup page. All tickets created using this method are designated as Tier 1 tickets.
- 2) **(Tier 1) Agency Administrator:** Agency Administrators are the Tier 1 technical service staff. They are responsible for resolving all issues created through the use of the service ticket popup page. It is their responsibility to route any items which they are unable to resolve to the next tier, tier 2. Agency Administrators also have access to the eFactory service pages. Here, they can respond to outstanding issues or promote issues to the next tier of support.



- 3) **(Tier 2) System Administrator:** System Administrators, often referred to as Super Administrators, are responsible for resolving all issues routed to Tier 2. It is very important that System Administrators group like issues into master tickets and only route master tickets to Tier 3 support when necessary. This allows for one ticket to be closed while allowing many child tickets to receive the notification and will be updated to 'closed' as well. Any issues that System Administrators experience need to be created using the eFactory toolset and be moved to Tier 3 for Adsystem resolution.
- 4) **(Tier 3) Adsystem:** Adsystem provides the last line of defense for any system issue. Adsystem monitors all Tier 3 issues and resolves those issues using the guidance of this document. In some cases, issues are moved to Adsystem development where they may be resolved during our standard patch process or in possible future upgrades. Please keep in mind, Adsystem only responds to tickets with the status New, Open or Reopen.

Technical Services Management Model

Severity Levels and Priority Codes

A problem is an unplanned or unexpected event that deviates from standard activities or normal operating conditions. The following severity levels and priority codes document the prioritization and resolution of problem types. These definitions will be consistently communicated and utilized by all technical service analysts when dealing with commonly shared problems, requests, and changes.

Severity Levels are designed to work in conjunction with Priority Codes. Severity Levels identify the pure business impact of a problem or request, whereas Priority Codes offer a way to capture the business situation or requirement on a personal level. Both the Severity Level and the Priority Code must be assessed and captured on each ESR ticket. The use of these criteria is designed to assist in workflow prioritization based on common definitions.

Severity Levels – a code that identifies a technology failure, which has direct business impact. This code allows support representatives to respond appropriately with the proper resources within a predefined timeframe. It is not based on the emotions or circumstances of the customer. Severity Level Definitions:

| Severity Levels | Scope | Examples |
|--|--|--|
| Emergency - 1 | | |
| A severity one (1) issue is a catastrophic production problem which may severely impact the client's production system, or in which client's production system is down or not functioning; loss of production data and no procedural work-around exists. | <ul style="list-style-type: none"> • Many or most customers are unable to function • Mission Critical system down • Mission Critical Application Down • Mission Critical Server/Circuit Down | <p>Entire state is unable to access AES application.</p> <p>All users receive error on entry page and are unable to continue working.</p> <p>Any one of the following major Libraries are inaccessible (Central Intake, Services, Food, Heap, Housing, CSBG, HS, Seniors, WX, Encounter)</p> |
| High - 2 | | |
| A severity two (2) issue is a problem where the client's system is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of the client's business operations and productivity. The system is exposed to potential loss or interruption of service. | <ul style="list-style-type: none"> • Multiple Customers Unable to Function • Major Performance Issues • Multiple Customers Running on Contingencies or Work-arounds • Backup failure of mission critical application | <p>Data conversion tool is not accessible</p> <p>Quick intake inaccessible but demographics and entry are operational</p> <p>Report showing error and unavailable.</p> |

| Medium - 3 | | |
|--|---|---|
| <p>A severity three (3) issue is a medium-to-low impact problem which involves partial non-critical functionality loss. One which impairs some operations but allows the client to continue to function. This may be a minor issue with limited or no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user. This includes documentation errors.</p> | <ul style="list-style-type: none"> • Customer having difficulty, but basically operational. • Customer unable to carry out their necessary tasks. | <p>Error on any page but system continues to process after error message is closed</p> <p>System dropdown modification</p> <p>Data cleaning issues.</p> |
| Low – 4 (default) | | |
| <p>A severity four (4) issue is for a general usage question or recommendation for a future product enhancement or modification. There is no impact on the quality, performance or functionality of the product.</p> | <ul style="list-style-type: none"> • Customer needs information or a standard service such as IMAC (<u>I</u>nstall, <u>M</u>ove, <u>A</u>dd, <u>C</u>hange) • Customer has a simple question or problem • How to's or Procedural questions | <p>Any how to questions</p> <p>All enhancement request</p> <p>Rename label or hide button.</p> |

Priority Code – Is a code that allows the customer’s unique situation, title, or emotion to be documented and taken into account during the support representative prioritization process. This code allows support staff to respond appropriately with the proper resources within an acceptable timeframe.

| Priority Code Definitions | | |
|---------------------------|--|--|
| Priority 1 | <ul style="list-style-type: none"> VIP is experiencing an impact to productivity or requires special attention Individual is experiencing significant productivity impact that has an affect outside of personal productivity Significant negative impact to the user community or organization management. | |
| Priority 2 | <ul style="list-style-type: none"> Individual is requesting <u>faster than average</u> response based on an actual business need Individual is requesting scheduled service that has a hard deadline for resolution or fulfillment | |
| Priority 3 | <ul style="list-style-type: none"> Individual is experiencing average operational impact from problem or request and does not have above average or extenuating circumstances | |
| Priority 4 (default) | <ul style="list-style-type: none"> Individual has made a service request in advance of need that is easily handled with SLA Usually a Severity 4 request | |

Service Level Response Objectives Matrix by Severity Level

These service level response objectives are intended to be a general guideline of expectations for providing service to our customers. Specific Service Level Agreements (SLAs) within a contract may take precedence over these guidelines. The performance indicator is the general guideline regarding how often customers should expect to have the timeline met.

| Severity | Response Parameter | Prime time (business days) | Performance |
|----------|---|-----------------------------|-------------|
| Level 1 | Acknowledge/accept ticket /Initial Situation Response | 4 hour | 99% |
| | Maximum resolution time goal | within 24 hours of estimate | |
| Level 2 | Acknowledge/accept ticket /Initial Situation Response | 6 hours | 97.5% |
| | Maximum resolution time goal | within 2 days of estimate | |
| Level 3 | Acknowledge/accept ticket /Initial Situation Response | 24 hours | 97.5% |
| | Maximum resolution time goal | within 5 days of estimate | |
| Level 4 | Acknowledge/accept ticket /Initial Situation Response | 2 day | n/a |

Service Level Response Definitions

| | |
|--|--|
| <p>Acknowledge/accept ticket /Initial Situation Response</p> | <p>Technical Service staff dispatches a ticket - a representative from that owns and manages the ticket through resolution.</p> <ul style="list-style-type: none"> • Technical Service Staff acknowledges/accepts ticket and is accountable through resolution. • Technical Service Staff must contact User within this timeframe to verify assignment/receipt of ticket and verify acceptance (for severity 1 only) • Understanding of the issue • Creates a plan of action • Provides an estimated resolution time • Is the person accountable for resolution • Understands who are the customers affected <p>The purpose of the Initial Situation Response is to provide notification of an issue being received and is initially reviewed by Adsystemtech. At this point, a representative is assigned to the customer's case.</p> <p>Severity levels 1 require that a secondary response is provided through contact with the user. The goal of this contact is to :</p> <ul style="list-style-type: none"> • Understand the issue • Determine a plan of action • Understand the framing of an estimated resolution time • Provide who is accountable for resolution • Understands who are the customers affected |
| <p>Maximum Resolution time goal</p> | <p>Maximum allowable time to resolve a ticket. This is a target and service goal for Adsystemtech. The time may vary depending on the complexity of the problem or request. But should fall within the performance matrix of each severity level.</p> |

Adsystem, Inc.

8401 Colesville Rd

Suite 450

Silver Spring, MD 20910

301.589.3434

www.adsystem.com

©2005 Adsystem, Inc. All rights reserved. AES and Engenuity product and service names mentioned herein are registered trademarks or trademarks of Adsystem, Inc., or its affiliated entities. All other trademarks are the property of their respective owners.

AESRJ002 9/11



Adsystem