



Support Coverage Guideline



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VERSION HISTORY

Version	Date	Changes	Author
1.0	10/05/2010	First Draft	Support Team



BACKGROUND

This document will outline the Support Coverage. The items listed in the following pages are already **out of scope** for Support; hence, it will be escalated to the proper channels (e.g. Account Managers, Services and/or Developers). Reminders for other departments are also outlined in this document.



The following are already out of scope for the Support Team per Product:

ManagePoint / ManageAnywhere / ManageEzy

1. Upgrade and/or Downgrade to new releases or versions
2. Upgrade and/or Downgrade to new releases or versions of Third Party Software
3. Migration
4. Creation of Filters – If it's a simple filter where the user can create it on their own, the Incident Manager will handle it. The Incident Manager will show the user how to create the filter and show the user where the step-by-step instructions on how to create filters in the Help File.
5. Creation of Scripts
6. Un-installation/Installation of ManagePoint on the Server
7. Creation of Documentation Guides (e.g. Installation, Upgrade, Migration, Database)
8. User Training
9. 7 days within the completion of a Project and/or when User first used – Available (not responsible) from day of handover – Services member will direct support should an issue occur within the first 2 weeks.
10. Any Microsoft and Windows Operating System problem – Incident Manager can only diagnose and advise the users of the issue.
11. Hardware – Support can only diagnose the issue of the user. If found that the issue is a hardware problem, Support will advise the customer and their Account Manager regarding the problem.
12. Health Check
13. Secretarial Work – Do not ask Support to create something for you (e.g. Forum Post) if you can do it on your own. It is better to be done by the person who knows the problem first hand. Most of our Knowledge Base Tools can be accessed outside the Redmap network.

CaptureSuite

1. Upgrade and/or Downgrade to new releases or versions
2. Upgrade and/or Downgrade to new releases or versions of Third Party Software
3. Creation of Scripts



4. Creation of Templates
5. Creation of New Clients and/or Jobs
6. Migration and/or Transfer of CaptureSuite to another PC or Server
7. Un-installation/Installation of CaptureSuite on the Server
8. Creation of Documentation Guides (eg. Installation, Upgrade, Migration, Database)
9. User Training
10. 7 days within the completion of a Project and/or when User first used – Available (not responsible) from day of handover – Services member will direct support should an issue occur within the first 2 weeks.
11. Any Microsoft and Windows Operating System problem - Incident Manager can only diagnose and advise the users of the issue.
12. Hardware - Support can only diagnose the issue of the user. If found that the issue is a hardware problem, Support will advise the customer and their Account Manager regarding the problem.
13. Health Check
14. Secretarial Work - Do not ask Support to create something for you (e.g. Forum Post) if you can do it on your own. It is better to be done by the person who knows the problem first hand. Most of our Knowledge Base Tools can be accessed outside the Redmap network.

CaptureFile

1. Upgrade and/or Downgrade to new releases or versions
2. Upgrade and/or Downgrade to new releases or versions of Third Party Software
3. Creation of Scripts
4. Migration and/or Transfer of CaptureFile to another PC or Server
5. Un-installation/Installation of CaptureFile on the Server
6. Creation of Documentation Guides (e.g. Installation, Upgrade, Migration, Database)
7. User Training
8. 7 days within the completion of a Project and/or when User first used – Available (not responsible) from day of handover – Services member will direct support should



an issue occur within the first 2 weeks.

9. Any Microsoft and Windows Operating System problem - Incident Manager can only diagnose and advise the users of the issue.
10. Hardware - Support can only diagnose the issue of the user. If found that the issue is a hardware problem, Support will advise the customer and their Account Manager regarding the problem.
11. Health Check
12. Secretarial Work - Do not ask Support to create something for you (e.g. Forum Post) if you can do it on your own. It is better to be done by the person who knows the problem first hand. Most of our Knowledge Base Tools can be accessed outside the Redmap network.

Re-Rite

1. **We support anything about Re-Rite.**

Escalation:

For Services & Remote Services

1. When requesting the Support Team to escalate any issues to the Development Team (e.g. bugs, feature requests), the following should be completed:
 - a. Customer's Environment
 - a. Windows Server OS
 - b. Windows Workstation OS
 - c. Database
 - d. Issue Description
 - e. Steps on how to replicate the issue
 - b. Forum Post

If the required information is incomplete, request will be returned to the sender and it will not be escalated to the Development Team until the all information are provided.

An Incident Manager will log the escalated issue in NetSuite and then will notify the Support Desk Manager about the escalation through email.

The Support Desk Manager will check all information in the ticket if the escalation is valid or not. If the escalation is valid, the Support Desk Manager will escalate the issue to the Development Team through Track+ and the update the NetSuite Ticket. (Process for the escalation can be found in http://10.5.1.5:8000/wiki/index.php/Support_Escalation)



This is pertaining to the person who is onsite. If this cannot be accomplished and the person needs Support to assist him/her, that person should provide the exact details on what the issue is and how to replicate it. This is to avoid the Incident Manager to ask the user what the problem is. If this happens, 100% of the time, the user refers the Incident Manager back to the Redmap person who has first hand knowledge. This doesn't make us look good.

For Support

1. When receiving and/or creating escalation requests for software issues (e.g. Bugs, Feature Requests), please make sure that all the necessary information are provided before forwarding it the Support Desk Manager.