# DevMan service and support

An existing Service Level Agreement ensures ongoing service and support.  We provide a single point of contact between your organisation and our team via the support desk.  This document outlines:

- Support availability
- Service requests
- Response times
- Resolution times
- Troubleshooting

## Support availability

DevMan online help and various user guides are available on the DevMan application.  The support desk can also be contacted via the following means:

Telephone: +27 (0)21 422 3627
E-mail :  support@devman3.com; cc (carbon copy) your assigned client manager

Operating schedule:

Monday - Friday
08h30 – 17h00 (Central African Time)

Incidents should be logged via e-mail along with a completed Incident and Service Request form (see template provided).

## Service requests

**Request management:**

- User service requests should be channeled to the clients' DevMan power user or internal service desk for assessment and possible resolution.
- If not resolved, the request should be routed to the DevMan Support desk.
- Resolutions will be routed back to the user via the same channel.
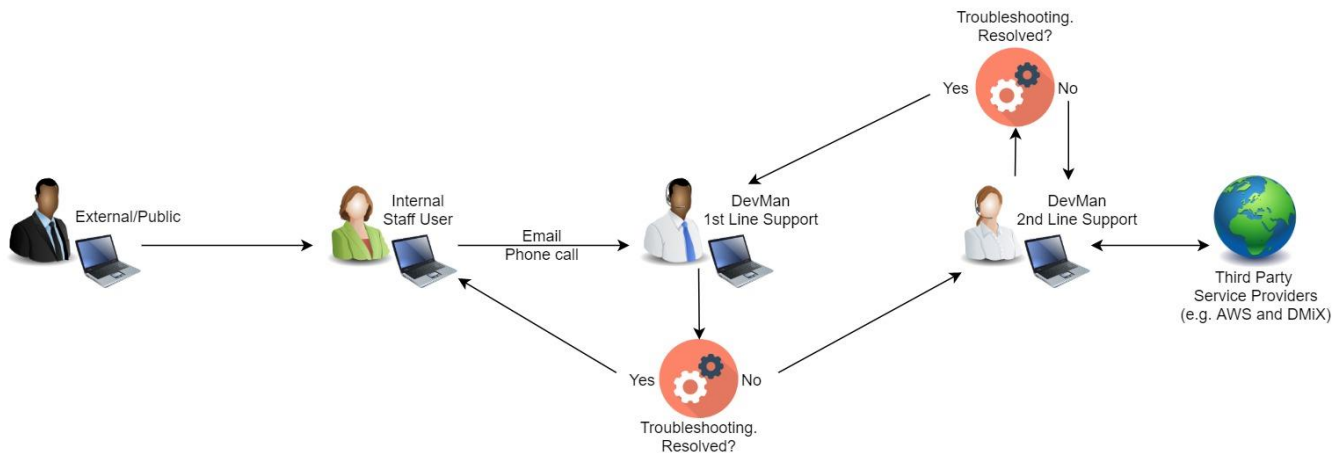
**Service request categories:**

- **Service requests** include adjustments to pages, workflows, and other configuration settings etc.
- **Incident report** cover system errors
- **Support requests** cover queries on how to do use DevMan

**Service request template:**

| | |
|---|---|
| Name and contact details of user | |
| Department | |
| Request category<br>- Service / Incident / Support | |
| Detailed description of the request | |
| Relate request to a specific DevMan function/feature | |
| Estimate degree of urgency/priority level | |

# Response times

Our support team undertakes to respond to client requests within the response times outlined below.

| Priority | Description | Expected response (accepted and logged) |
|---|---|---|
| Medium & Low - | Minor problem, workaround available.  Fixed by next version release. | 95% of Incidents responded to within 8 business hours. |
| High | Performance degrades substantially causing a severe impact on use<br>Or one or more major components / functions or commands are not usable | 95% of Incidents responded to within 4 business hours. |
| Critical | Application not usable with no workaround | 95% of Incidents responded to within 1 business hour. |

# Resolution time

| Priority | Resolution |
|---|---|
| Medium & Low | 95% of Priority Medium Incidents resolved in the next version release. |
| High | 95% of Priority High Incidents resolved within 24 business hours. |
| Critical | 95% of Priority Urgent Incidents resolved within 16 business hours. |

# Troubleshooting

Troubleshooting is the identification and elimination of "trouble" in the flow of a system.  The steps taken are to:

1. Verify the existence of a problem
2. Isolate the cause of the problem
3. Correct the cause of the problem
4. Confirm that the problem has been corrected
5. Follow up to prevent repeat issues

Key areas to check:

| User | User environment | Application | Host |
|---|---|---|---|
| • User knowledge of the application<br>• Correct process followed<br>• Number of users affected | • Clear the browser cache<br>• Last known environment change<br>• Internal network performance<br>• Internet speed | • Can the issue be reproduced?<br>• Are there errors on the log? | • Tracert test<br>• Proxy settings<br>• Last known host environment change? |