



service delivery management

15 September 2009	First draft
17 September 2009	Minor clarifications of Change Window
12 October 2012	Addition of cloud hosted services
8 April 2014	Updates to hosted website options
4 August 2016	Document review. Minor changes.
6 October 2016	Major simplification and plain language
31 October 2018	Minor changes to priority naming

Service Levels

Where ish offers you services and support, this document sets out the ways in which we provide that support, the service targets we strive for and the means by which you can access our support team. It also outlines our responsibilities and how you can help us provide the best possible outcomes.

The particular systems and services we support and the response times we offer depend on the level of support you purchase from us and the details of that agreement. For that information look to the onCourse Service Level Agreement (SLA) document for standard plans or to your custom agreement with us, if there is one.

Contacts

Our plans usually specify a limited number of contacts in your organisation who have access to our technical services. When we say “you” in this document, we are referring to those contacts. It is expected that these nominated contacts will assist your own staff, and contact us when an issue can not be resolved. The idea is that you will accumulate knowledge and documentation within your organisation. Don’t think of our support services as the best way to train new staff in your organisation; we may be able to provide separate training better suited to that purpose.

Prioritising requests

Support requests are divided into three types: defects, improvements and service requests. Refer to the appendix or your custom agreement for expected response and resolution times for each of these types. There may be additional costs for improvements.

Defects

A defect is an unexpected fault which adversely impacts your ability to undertake normal business. Defects are classified based on their **Priority**.

Priority	Description
Critical	Major fault affecting whole organisation and a critical business process
High	System impacted but workaround possible or impact is not critical to business process
Normal	Workaround is sufficient to avoid the problem

Service requests

A service request covers regular changes such as adding a new user, questions about product usage or updating software. Service requests are also classified based on their **Priority**.

Priority	Description
Critical	Patching security issues or reacting to requests which cause business interruption if not handled quickly
High	Regular support, system help and changes
Normal	Software upgrades and other regular changes that aren't time critical

Improvements

Improvements are changes which involve new functionality, customised reports and scripts, or changes to the way technology services your business needs.

You can make feature requests with no guarantees of when or if we'll implement it, but which inform our planning for new releases.

You can also commission custom projects with a budget and schedule. We will always provide a proposal for you to approve before starting any work or invoicing.

Request Management

1. How to make a request

Incidents and change requests can be reported 24x7 at <https://squish.ish.com.au> or emailed to support@ish.com.au. If you have phone support on your plan, you can also phone us on 02 9550 5001 or 03 9999 1033. If you are raising a critical incident and your support plan allows, please phone us immediately after logging a request.

We prefer that you log requests through our web portal because you will be guided to provide the right information and your request will be linked properly to your account. This way your incident will be seen to more quickly, as it takes a little longer for us to triage and assign email requests.

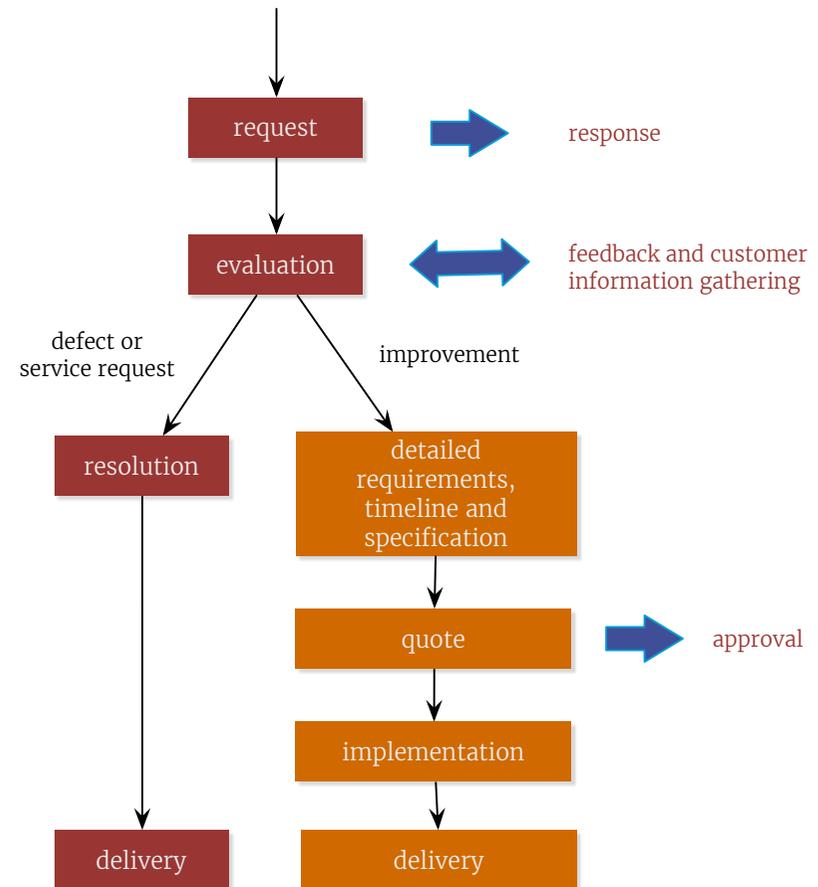
2. What to tell us

It is important you give us plenty of information to help solve your request. If the problem happens on a website, give us the URL. If something can be described with a picture, send us a screenshot. Describe the difference between what you expect to happen and what actually happened.

The clearer your request, the more quickly we'll be able to help you.

3. How we respond

You will be given a task number. This number will be used to track the progression of the task from its initial identification, the diagnosis, activities undertaken to resolve and mitigate the effect of the issue, through to the resolution and closing of the task.



Sometimes a difficult problem will be solved by three or four different people at our end, so keep referring to that task number to keep all the communication together.

You will receive an email confirming the task number. You can also designate people in your organisation who will always be cced on every task created by your team.

4. Evaluating the task

The original contact who logged the task will be notified via email at each stage of the process. You can reply to these emails to add more information to the task.

Sometimes we will require further information about the problem and further questions will be sent to you by email and added to the task. It is important that you provide these details as the work to begin resolving an issue cannot begin until we fully understand the nature of the issue, and sometimes until we are able to reproduce the issue.

5. Resolution

When a task is closed by us, please review the result and our comments. Some action may be required from you (such as updating a report etc). For software related issues, resolution of an incident means that we have isolated the problem, identified the change that is required to resolve the issue and assigned the change to a release. If necessary we will also provide you with a workaround to mitigate the issue until delivery of the fix is possible.

6. Delivery

Delivery of a software change will occur when a new version of the software is available for deployment, depending on our release cycle. There will be a

delay between the resolution and the delivery of the new version; depending on the severity and number of issues to be resolved this can be weeks or even months. The Change Management section explains that process.

Change Management

Changes to systems managed by ish will occur from time to time. They will be required as part of rectifying an incident, implementing an improvement or as part of general maintenance. Some change requests are initiated by ish, including operating system upgrades and new software functionality.

Scheduling changes

ish will specify a Change Window (a pre arranged period of time) where planned changes can occur while minimising impact to your business. ish has the right to establish scheduled maintenance Change Windows in order to upgrade and enhance its software and facilities. ish will provide at least 48 hours notice of such a Change Window where some outage is expected.

Not all changes can be planned. Urgent Changes are instigated to restore services from an incident and will be actioned as required. Urgent Changes can be actioned at any time to restore services without specific customer approval.

User acceptance testing (UAT)

In some cases, especially where the change has significant impact, you are encouraged to perform User Acceptance Testing. That might involve you running the upgrade in a test environment and verifying the changes, or reviewing a staging site.

Software development

When a change requires a new version of software to be created, development will be planned around the release milestones for that software. There will be some delay between the feature being implemented and the final testing and release of that new version. Since each release will bundle together a number of new features and bug fixes, we need to fit your change into the overall release strategy. It is no good releasing a bug fix to you with other changes that haven't been properly tested.

Costs

Sometimes your support request will incur additional costs. This may be because hardware, software or licensing is required. Or because the improvement isn't covered under your agreement with us. In that case we will provide a proposal for you to approve.

You can notify us at any time with a list of people in your organisation who are authorised to approve our proposals.

Monitoring

Where possible we have extensive monitoring infrastructure to detect problems automatically. This can detect everything from network problems to a website outage, SSL certificate expiry or a credit card processing outage at a bank. Other monitors are in place to detect performance issues such as high CPU load, storage approaching full capacity or a website which is not responding as quickly as it should.

Monitoring will not detect all types of problems, but it is invaluable when it finds a problem and prompts us to fix it before it impacts actual service to our customers.

Our monitoring system has an escalation policy: if an issue is not resolved within a certain timeframe, then it automatically contacts more of our staff in a variety of ways.

Responsibilities and terms

1. Our responsibility to solve issues requires you to remain actively involved. If necessary, you will provide ish with remote access and logs and assist with information to help us diagnose and solve problems.
2. If you host our software yourself and we don't provide an onsite managed service, then it is your responsibility to ensure that the frequency and integrity of your backup solution falls within your business guidelines of allowable data loss.
3. To resolve an incident, we may require you to install an update or patch. Should you choose not to install the update without good reason, we may not be able to provide further support or meet resolution targets.
4. You need to keep your account in good financial order. If you have overdue invoices without good reasons for disputing them, we may not be able to provide further support. We will however continue invoicing you for our services.
5. We may not be able to fix things outside of our support agreement. So if you are looking after your own security, backups, additional software, network or anything else, you need to make sure they are all working as required. Sometimes we may tell you that the problem is caused by things under your control and close the request, or provide you with a quote for us to perform additional work.
6. All code and documentation developed by ish remain the copyrighted and intellectual property of ish, including custom development delivered on request.
7. This agreement only applies to customers running stable supported software releases. If you choose to run pre-release or beta software there may be some additional bumps along the way.
8. Should a dispute arise between two parties regarding the implementation of this contract, in the first instance you have the right to request the incident or series of incidents be reviewed by an ish manager and receive a response detailing the problem and the proposed solution.
9. It is your responsibility to maintain your network and systems security per your own business policies. You should put in place virus scanning, firewalls and other best practices for security.