



# Support Service

RM1557.14 - G-Cloud 14 - [Service Definition](#)



# Support

Our service takes care of the basics through a combination of proactive monitoring and maintenance, critical response and rapid reactive helpdesk and development support, allowing you to focus on the big ideas to drive your organisation forward



# Always-on support

Providing website critical support, reactive maintenance and continual enhancement is at the core of CTI.

We don't just maintain your code base, we support all moving parts that make up your digital estate, from user experience to hosting, SEO to personalisation. This aggregates the benefits delivered to you.

Our client partnerships are built on solid foundations:

- Open communication and feedback
- Understanding your needs
- Shared goals and objectives
- Value creation
- Collaborative problem solving
- Continuous improvement
- Trust and integrity
- Long term perspective



# Maintenance & support

We categorise the type of support we provide for our clients into one of three types. Each category and has clear processes and SLAs to ensure the optimum use of budget & resource against the task at hand.



## **Critical Support** *Keeping the lights on*

Response within 30 minutes

Available 24/7/365  
or business hours

Monitoring

Disaster recovery

Security updates

Unlimited time



## **Reactive Support** *Help, changes & fixes*

Undertaken within 3 days

Available business hours

Helpdesk support

Minor code changes

Feature updates

Unused roll-over



## **Continual Enhancement** *Scheduled roadmap*

Strategic driven

Monthly sprints

Quarterly roadmapping

Access all services

Flexible team

Unused roll-over



# Critical Support

Our Critical Support service monitors your website continually to keep it operational. Our team of dedicated support technicians are available to respond to critical issues – either as result of monitoring alerts or issues you raise – with guaranteed response times, under a Service Level Agreement.

**Application Environments** – Critical Support covers the production environment only. Non-production environments (which are not public and used for testing / staging work) are not covered by the service.

**Application Security Updates** – We will review application security updates as they are released. Updates which we deem to affect limited areas of code and do not conflict with other modules or bespoke code will be prepared for deployment under the Critical Support service. If work is required to fix compatibility issues with the application, or we determine that the update(s) warrant smoke testing of the application, we will inform you and handle this work as separately costed/managed development work.

**Application Monitoring** – We will monitor the application via uptime checks of key pages and user journeys.

## Qualifying criteria:

- One or more site(s) is/are completely unavailable to visitors and/or administrators
- Where relevant, the checkout process is broken for all customers e.g. due to a problem with the payment gateway)
- Performance is at a level which prohibits administrators or visitors from using the site for a prolonged period of time (page load times consistently over 15 seconds for a period of 5 minutes or more)

We will restart services or instance within the hosting infrastructure and restore from a backup where necessary, to reinstate site availability in the event of downtime, under the Critical Support service. Any further work required to resolve a critical issue will be covered by the Reactive Support retainer, if available, or otherwise invoiced separately on a time and materials basis according to the Rate Card.



# Reactive Support

Our Critical Support service provides a monthly retained resource allocation for minor changes, fixes and application assistance.

**Monthly Allocation** – Work on Reactive Support issues by all members of our team (including first-line triage) is undertaken on a Time and materials basis. The actual time spent will be deducted from your allocation (regardless of any estimates given in advance).

Unused hours each month can roll over into the following month. The maximum accrual is double your monthly allowance.

The agreed monthly allocation can not be brought forward. You may purchase additional Reactive Support resource in the current month (subject to availability), without changing your agreed monthly allocation.

Once your monthly allocation is reached, all Reactive Support issues will be placed on hold until either additional resource is purchased or the allocation is renewed the following month.

**Tracking usage** – You can review your usage of your allocation at any time via an online dashboard.

## Qualifying criteria:

- Assistance with content management (e.g. changes to text, images or media on the site)
- Changes to hard-coded content within a template (not editable via the CMS).
- A change to validation rules on a web form
- Fixing a bug requiring a minor code change
- Modifications to site configuration, such as the payment gateway in a commerce site
- A specific rendering issue with a particular browser/device

We will determine whether the work is suitable to be completed under Reactive Support when the issue is raised. If an issue or request involves more significant development work, including scoping, planning and QA testing activity, we will inform you and offer for the work to be costed and undertaken separately.

# Continual enhancements

Our Continual Enhancement (CE) service offers the full range of expertise across the strategic, design/UX, development and marketing teams, under a retainer-based agreement.

An overarching roadmap is maintained by your dedicated account manager to plan development, marketing or creative work. Changes or new features can be implemented through phases of development work, with the same high standards of planning, development and quality assurance that we undertake during a full build phase.

Enhancements can be based on your own plan, emerging requirements, findings from analytics or feedback directly from visitors; our strategy and marketing teams can provide advice and guidance to help maximise value and return on investment.

## Planned activity can include any of:

- Adding new features to your website (development)
- Website Analytics & Reporting
- Conversion Rate Optimisation, and user-behavioural analysis.
- Digital strategy consultation
- Digital Marketing: Search Engine Optimisation (SEO), Paid Advertising, Social Outreach, Email Marketing, and Affiliates.
- Digital Artworking, such as banners, imagery, and social content,
- Copywriting and content creation



# Change management

Continual Enhancement allows work to be delivered via a **roadmap**, aligned with your priorities.



**Development across workstreams** is coordinated and tested as releases.

Non-critical releases are deployed weekly.



Atlassian Jira provides **visibility, approval and tracking** of all production changes.



# Workflow management; Jira & Confluence

At CTI we use a number of tools to manage our interactions with our clients. Using these tools ensures high accuracy and accountability in terms of briefings and the delivery of our service. We provide our clients with the necessary logins to access these tools



- Product Backlog
- Risk Management
- Scrum & Kanban Boards
- Ticket Management
- Ticket-based Commenting
- Tracking & Reporting



- Communication Plans
- Decision Logs
- Design & UX Documentation
- Document-level Commenting
- Meeting Notes & Action Points
- Project Schedules
- Project Wiki
- Technical Documentation





# Service Level Agreement

# Service Level Agreement (SLA)

Impact	Scenario	Priority	Response	Service
<b>Critical</b>	The site is down, preventing operational use of the site.	<b>P1</b>	<p>Response within 30 minutes, aim to resolve in 3 hours.</p> <p>A restart / restore will be attempted within 30 minutes of an issue being raised / a long term fix performed in office hours.</p> <p><b>Enterprise (24/7)</b> - A support engineer will actively investigate until the issue is fully resolved, or a workaround to reduce the severity has been implemented. In the case of a workaround, a subsequent long term fix will be implemented within office hours.</p>	<b>Critical</b>
<b>High / Business Critical</b>	The use of the system is significantly impaired or restricted due to a fault or a change is needed that is preventing it from being operational, it is severely impacting the operational use of the site for many users.	<b>P2</b>	<p>Initial response and triage within 1 hour.</p> <p>Begin work on a technical response within 1 working day.</p>	<b>Reactive</b>
<b>Medium</b>	There is a problem due to a fault or a change which is needed, but it is not impacting operationally or there is a viable workaround.	<b>P3</b>	<p>Initial response within 1 hour.</p> <p>Begin work on a technical response within 3 working days.</p>	<b>Reactive</b>
<b>Low</b>	A fault or change causing little or no impact.	<b>P4</b>	<p>Initial response within 1 hour.</p> <p>Begin work on a technical response within 5 working days.</p>	<b>Reactive</b>





# Onboarding

# A seamless transition

## We're an expert pair of hands...

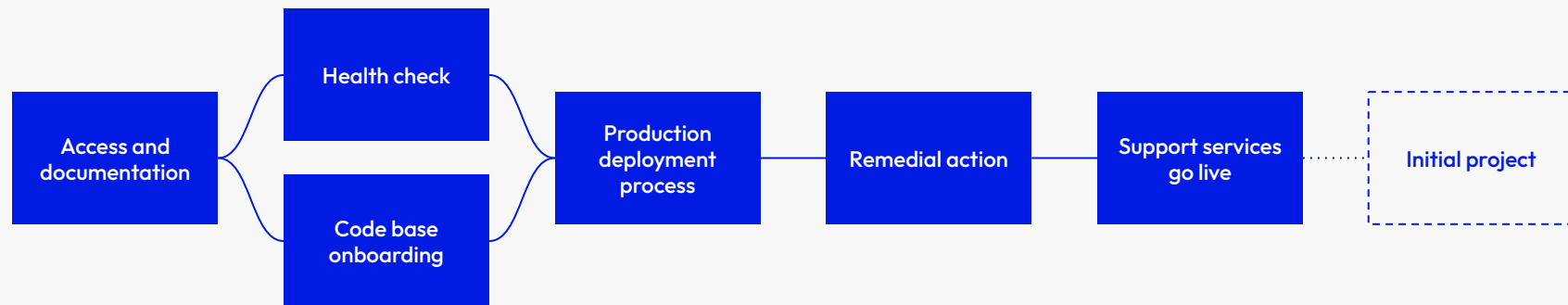
Combining technical expertise with robust, proven and ISO accredited processes.

We've onboarded and supported hundreds of clients, taking them on a digital growth journey to enhance the user experience.

Rest assured we will make the transition to us as seamless as possible.



# A proven onboarding process, tailored to your needs



## Week 1

We request and gather access details and any available documentation necessary to onboard your application(s). A list of any relevant software licenses/keys is compiled so they can be transferred if necessary.

## Weeks 2-3

A health check of the code and existing live environment is undertaken while the code is onboarded to our development platform and non-production environments set up.

## Week 4

Our build/deployment systems are configured to deploy code to non-production and production environments. The process is tested safely as a foundation for future work.

## Week 5

Any urgent remedial action identified during the health check (which seriously affect maintainability or security of the code base) is undertaken.

## Week 6

With everything in place to work on code and deploy to test and live environments, we arrange an introductory call to guide you through the service and how to use it.

## As scheduled

Optionally, any pre-existing issues which need to be addressed quickly can be actioned through a planned phase of development.



# Health Check

We will schedule a health check on the existing platform, to prepare us for service provision and establish any remedial work necessary before we can provide support.

In order to undertake the health check, we require:

- Sufficient access to the existing hosting environment in order to audit the platform
- Access to the existing Git repository containing the code base(s), if available
- Access to Google Analytics or another source of traffic data to understand visitor patterns
- Administrator login details, for a user with full administrative permissions to the site
- Documentation for any non-standard integration with third party systems
- The ability to ask questions of incumbent developers to gain an understanding of undocumented areas of the system, if necessary
- A list detailing known existing problems with the platform (including performance/availability issues).

Details of any key findings and necessary remedial action will be supplied, along with a proposal for implementation of the remedial work. The process also allows us to compile documentation necessary for our team to provide support, development and maintenance services.

# Offboarding

Acceptance and onboarding is agreed at commencement. When all terms of acceptance have been completed a final wash-up session will be held to ensure you are completely satisfied with the service.

We will provide an Exit Strategy document detailing a high level plan for planned or emergency exists, scope of termination and associated costs.





# Thank you

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