

DEMOCRACY COUNTS

Service Management



Provided in Business Confidence

Foreword

Democracy Counts aim is simple: **To provide our clients with World Class Customer Service.**

This is reflected in our Mission Statement:

“Democracy Counts recognises that the democratic process is crucial to our way of life. We will provide high quality niche products and services that save time, and cost, whilst increasing both security and transparency to our client’s business process.

Democracy Counts is the business that truly understands the end to end business processes that affect the Democratic and Elections Cycle. Consequently, our products and solutions are aimed at driving efficiencies in the processes through continuous improvement, whilst providing fully audited Management Information, and subsequent security. We will leverage the experience of our clients and our staff, in order to provide excellence in Customer Service and Innovative Development in order to achieve our aspirations of ‘World Class’ status.

Service Overview

Democracy Counts prides itself in the production of high quality products, to support this we provide the following services:

- Consultancy on Communication, Participation, Engagement
- Planning, Design and Document Production
- Software Development
- Software Installation & Technical Support
- Project Management

Service Delivery & Help Desk Management

Democracy Counts recognises that we operate in a “no fail” sector. Any instances of project failure would result in damage to both our client’s reputation and our business therefore, it is in the interest of all stakeholders for our projects to be delivered successfully.

We of course wish to be immediately available to our clients; however, we recognise that there are times when this doesn’t happen. However, we will commit to the following standards:

Activity	Priority	Acknowledge/ Investigate	Fix / Workaround
All system down	1	30 minutes	1 hour
Multi-User Affecting (Severe)	2	30 minutes	1 hour
Multi-User Affecting (None Severe)	3	1 hour	4 hours
One user affecting	4	1 hour	1 day
Improvement Suggestion	Change	1 day	1 week or TBC

Our helpdesk will be available 8:30 – 17:30 Monday – Friday.

Out of hours services are always available and clients are also given mobile phone numbers for key support staff as and where this becomes important for them. We will be willing to work outside our core hours to support you whenever you need it.

For any tasks that you believe are Critical we would ask for you to call us, in order to ensure that this is dealt with immediately.

All task are logged in our helpdesk system and you will be given a task number for track and traceability. Typically, we will log tasks in the following areas:

- Defect
- Documentation
- Proactive Support
- Client Change Request
- Client Enhancement
- DCL Enhancement
- Core Functionality Gap
- Migration
- Testing
- Product Configuration
- Customer Advice & Training
- Developer Liaison
- Internal Training
- Client Rectification Activity
- Non DC Product IT support

We welcome contact by telephone and email and have in-software contact facilities

What are we responsible for and what aren't we?

At Democracy Counts, we take great pride in going that “extra mile” for our clients. Although this is the case, we also feel it is important to outline what we are responsible for and what we aren't. Please review the table below:

Key

* This will be provided as part of our Implementation Process

* * Unless agreed in writing

*** Agreed Contractually

£ Chargeable Option

Role	Y	N	Option
Write Compliant Software	✓		
* Provide Client Infrastructure & Environment Advice		x	
Decide & Make Changes to our Software that benefit all whilst providing choice	✓		
Make Customer Specific Changes		x	£
**Amending/Update/Managing your data		x	
Keep Our Customers Updated on Issues/Changes	✓		
Carry Out Database Back-ups & Software Upgrades		x	£ or ***
Set Up and Support Multiple Databases		x	£

Do Election Manager specific tasks		x	
Provide Proactive and Relevant Support using home page/email updates	✓		
Writing/Updating of Support and Help Documentation	✓		
Initial Training, Webinar Reminders, What New and Release Notes	✓		
Train New Staff			£

Management Reporting

We will send you a monthly report showing any tasks you have logged with us, be them open or closed. We set a priority based on the table above but are always open to your suggestion. When you need urgent help, you will get it from us and we will change our priorities to support you.

Online Help

We will maintain a library of online help which is context sensitive to the screen you are using. This can be accessed by pressing F1. We will maintain a pdf document and a short “how to” video. We will also provide process flowcharts for key processes as well as FAQ’s and we will notify you by email when these are updated.

Software Releases and UAT

We will provide release documentation which explains the features of a new release. Technical information and a roll back process will be given. Our Support Manager will notify you of the changes related to these releases, giving a minimum of 1 weeks’ notice.

The user will be provided with a “test system” and any changes will be deployed to this system before the live system. Whilst Democracy Counts will always test its software with both automated and manual tests, we recognise that all software has defects. Therefore, our clients are responsible for user acceptance and have the option to test the software ahead of applying the software to the live server.

Hot Fixes and “Emergencies”

Democracy Counts wishes to be considered a responsive service organisation. If you require a new feature, bug fix or change ahead of a scheduled release, we will always give you our best efforts to achieve this. Release documentation will be produced in the same way as a normal release.

Whilst Democracy Counts will always test its software with both automated and manual tests, we recognise that all software has defects. Therefore, our clients are responsible for user acceptance and have the option to test the software ahead of applying the software to the live server.

Democracy Counts are happy to update the server if this is attractive. The client is responsible to update the user machines. This could be using automatic deployment software or by installation from the client's ICT staff. The client is responsible for scheduling the work with their ICT staff.

Remote Support

Democracy Counts welcomes the opportunity to be able to support you via remote access. We will follow the connection protocols that you define. Access details will be held securely and managed on a need to know basis. We will only connect to your systems where necessary or in line with your own procedures.

Escalation

At any point in time, a client or a member of the Democracy Counts team, can escalate an issue or risk within the Democracy Counts support team Structure. All staff are issued with mobile phones that are kept switched on at all times and will be available to our staff and to our clients as necessary.

ESCALATION PROCESS

Client Care Manager
Zhenzhen Ma
01925 320888



Client Services Director
Michael Coleman
07900 162 831



Operations Director
Claire Coleman
07711 238 040