



Technical Support Service (TSS)

Service Description for G-Cloud 15

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Document Purpose

This document serves as a high-level description of TSS service – which stands for Technical Support Service.

The aim is to describe, in simple terms, the service, the deliverables of the service and the associated benefits. This is described in a non-technical and vendor agnostic way. More detail can be provided when engaging with our team so that we can understand your specific requirements.

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1. Scope of Service

1.1. Service Overview

The Technical Support Service is designed to provide expert support to resolve issues with designated equipment and/or applications upon request by the customer. It is a reactive service that is initiated by a customer in the event of an incident, subject to agreed service levels regarding response time and resolution time. The goal of Technical Support Services is to help the customer restore service functionality, minimise recovery time and maximise service availability. Customers avail of this service when they have insufficient skills in-house to be completely self-reliant at all times.

Note that Technical Support Services are **reactive** to customer requests only. TSS services do not involve monitoring of infrastructure, detection of issues or proactive action on the part of Integrity360. Integrity360 assists and supports the customer in diagnosing and resolving the incident but does not implement any changes to the supported equipment, which remains the responsibility of the customer.

Two TSS service options are available: 1) during business hours only or 2) 24x7

Note that TSS is a remote support service and does not comprise on-site support. Where an Incident in respect of the Supported Equipment cannot be resolved remotely either by remote connectivity or via phone or email, an onsite engineer may be required. In such circumstances, if requested by the customer, there will be additional cost which is outlined in the Pricing section.

1.2. Service Benefits

The main driver for this service is business continuity. Customers who lack the requisite technical skills or capacity to always have people available deal with incidents or outages on particular infrastructure can avail of this service to ensure that there is always help at hand to get back up and running as quickly as possible in the event of an incident.

1.3. Integrity360 Unique Selling Points and Differentiators

Integrity360's USPs in this area include:

- Greatest level of technical certifications and capability in the market for the supported technology
- True 24x7 operations for customers who need it
- Rapid response and competitive service levels
- Specialists in Cyber Security

1.4. Service Tiers and Options

There are two options - Business Hours and 24 x 7.

See Service Levels section for further details and definition of the two service options.

2. Service Levels

2.1. Availability of Support Services

In this context availability means the availability of the support services and describes the times of the day and days of the week during which Integrity360 will react to support requests. The availability depends on the priority of the request. All the service levels described below are valid only within the given availability times of the support services which are:

The support services are provided via one of two following options:

- 1) **Business Hours:** Normal Business Hours (09:00 -17:30, Mon-Fri GMT) - excludes National Bank or Public Holidays in the country of contract.
- 2) **24x7:** 24 hours per day, 7 days per week 365 days a year for P1 and P2 incidents, normal business hours for P3, P4 and Service Requests

2.2. Response Time

Response time is the time between the creation of a request and the written and documented acknowledgement of receipt by Integrity360. This acknowledgement indicates that Integrity360 has received the request and is in a position to start the analysis and support.

2.3. Resolution Time

Resolution time is the time between the creation of the request and the point in time a resolution for the request is provided.

In the event of an incident, a support request is completed once the impact of the malfunction is remedied and normal functionality has been restored. This does not necessarily require the elimination of the underlying problem but can also be achieved through a workaround. Within the trouble ticket system, an incident's status will be changed to "Resolved" once a solution to the malfunction is provided to the customer. When the underlying problem is resolved through a permanent fix e.g. hotfix or patch, the impairment is eliminated and a root cause analysis is provided to the customer, the ticket status will be changed to "Closed".

A workaround is defined as a measure that eliminates the impairment caused by an incident and that restores normal functionality of the system until a permanent fix is delivered. It therefore appears as a fix from the service / business perspective. A workaround does not guarantee that the incident will not occur again. A workaround may cause additional operational effort for the customer and must be agreed between both parties.

While the workaround that is delivered within the defined SLA is not necessarily a permanent fix, it should appear as one from a service point of view i.e. the workaround put in place should be suitable to resolve any reoccurrence of the original issue without invoking another SLA. Whatever measures are required to be put in place, to ensure a future instance of this issue is avoided or immediately resolved, should remain in place until the permanent fix is deployed.

2.4. Priorities

The priority of a request reflects the combination of the impact of an incident to the operation of the system and the urgency from a business process perspective.

In order to cover several scenarios of incidents the following priorities are available:

- Priority 1: Critical
- Priority 2: High
- Priority 3: Medium
- Priority 4: Low
- Service Requests

2.5. Service Levels

The effective service levels as follows are a combination of the request priorities and the defined response and Resolution times. Integrity360 will make every effort to meet greater than 90% of the Target Response and Target Resolution times for all incidents that are logged to Integrity360s' Service desk.

2.5.1. Service Option 1: Business Hours Support

Priority	Impact Description	Response Time SLA	Resolution time SLA	Service Window	Contact Method
P1 Critical	The customer's main Operations or Business is severely impacted such that it prevents carrying out of its main operations.	Responded to within 15 minutes	Resolved within 4 hours Continuous effort	8 x 5	Customer E-mail Customer Telephone
P2 High	Group / Department operations or Business is severely impacted due to a Supported Product not adhering to its specified agreed function.	Responded to within 1 hour	Resolved within 8 hours Continuous effort	8 x 5	Customer E-mail Customer Telephone
P3 Medium	Less than 10 Users impacted due to a Supported Product not adhering to its specified agreed function.	Responded to within 1 business day	Resolved within 2 business days	8x 5	Customer E-mail

Priority	Impact Description	Response Time SLA	Resolution time SLA	Service Window	Contact Method
P4 Low	Minor degradation of service due to a Supported Products not adhering to its specified agreed function.	Responded to within 2 business days	Resolved within 5 Business days	8x5	Customer E-mail
Service Request	Request for execution of tasks not related to service degradation*	Responded to within 1 business day to assess implementation effort required	Resolved within 5 Business days	Business Hours	Customer E-mail

See previous definition of Business Hours.

2.5.2. Service Option 2: 24x7 Support

In this option, P1 and P2 support SLAs are offered 24x7, 365 days per year.

Priority	Impact Description	Response Time SLA	Resolution time SLA	Service Window	Contact Method
* P1 Critical	The customer's main Operations or Business is severely impacted such that it prevents carrying out of its main operations.	Responded to within 15 min's	Resolved within 4 hours Continuous effort	24 x7	Customer E-mail Customer Telephone
* P2 High	Group / Department operations or Business is severely impacted due to a Supported Product not adhering to its specified agreed function.	Responded to within 1 hour	Resolved within 8 hours Continuous effort	24 x7	Customer E-mail Customer Telephone

***24x7 support SLAs only apply to P1 and P2 incidents. All other SLAs will be as per the Business Hours service.**

2.5.3. SLA Dependencies

Note that the Integrity360 SLA clock is paused under the following conditions:

1. **Awaiting Customer Action:** If Integrity360 requires information or system access (e.g. via remote desktop) from the customer in order to provide the technical support service and there is a delay in providing it, then the SLA clock will be paused until such time as the required information or access is made available.
2. **Awaiting Vendor Response:** The customer having vendor support in place for the supported equipment or application is a pre-requisite for delivering the TSS service. In cases where vendor support is required on an Incident, then the vendor's SLA will take precedence once the customer or Integrity360 has raised the request or issue to them. In the case that a response is required from the vendor under that support contract in order to progress or resolve the customer support request, then the SLA clock will be paused until such time as the vendor responds to the relevant query or support request.

2.5.4. Service Requests

It is important to stress that a TSS service is a *support* service and is not a substitute for either a *managed* service or a *professional* service or *consulting* engagement. Sometimes Service Requests can inadvertently be misunderstood as a channel for consulting. For that reason, it is important to define what is the remit of a valid service request. Therefore, valid Service Requests under TSS contracts are defined as one of the following:

1. Information on ticket status
2. Information of performance vs SLA
3. Inquiries relating to accessing the service or related information on processes, procedures and relevant contact lists

The Target Resolution Times set out above are dependent on the customer performing all its obligations in the Master Services Agreement and in this Service Schedule.

3. Next Steps

Work with us to ensure that your business maintains a proactive security stance in a field where new threats emerge daily. Contact an Integrity360 advisor today to learn more about our services.

www.integrity360.com