



Intraway
AMAZING DELIVERY

Intraway Partner Network

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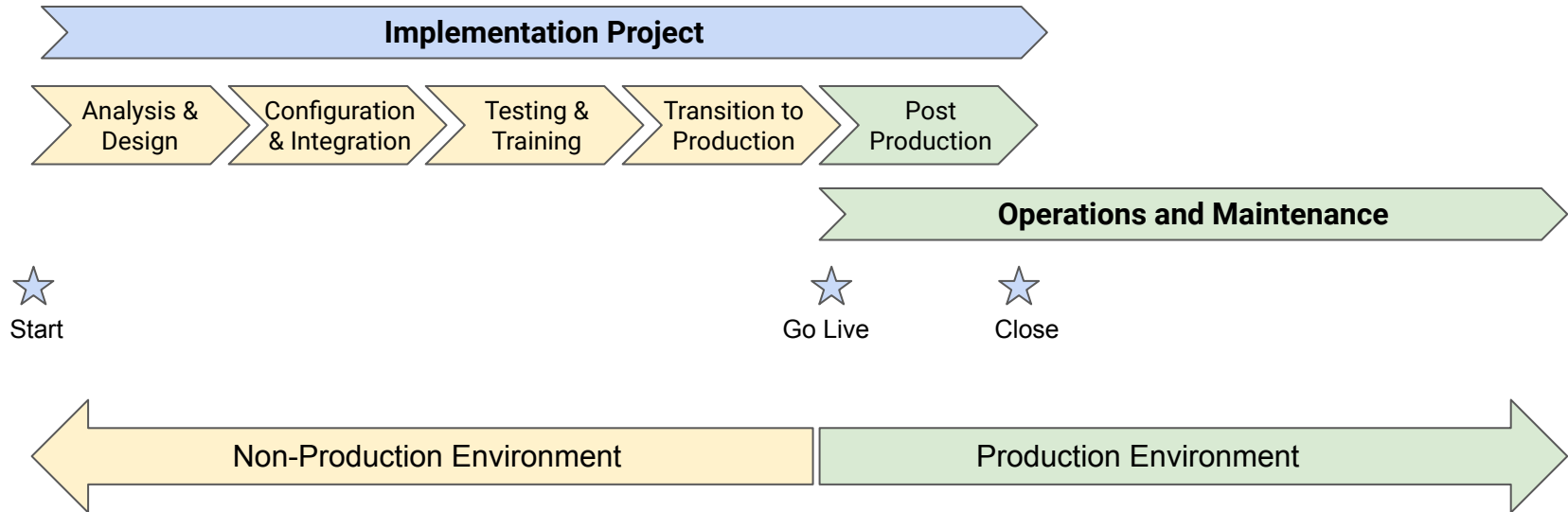


CUSTOMER SUPPORT

Basic Concepts

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Delivery Life Cycle



Incident Management

INCIDENT TYPES

➤ **Usage Errors**

Actions executed incorrectly that result in unexpected behaviors of the product

➤ **Configuration Defects**

Errors produced in the configuration phase

➤ **Product Defects**

Coding errors in the product development

Responsibilities Matrix for Configuration Defects

ENVIRONMENT	NON-PRODUCTION				PRODUCTION			
IMPLEMENTATION	INTRAWAY		PARTNER		INTRAWAY		PARTNER	
ACTIVITY	CUSTOMER	INTRAWAY	PARTNER	INTRAWAY	CUSTOMER	INTRAWAY	CUSTOMER	INTRAWAY
Analyze Incident		X		X		X		X
Update Information		X	X		X		X	
Prepare Solution		X	X			X	X	
Test Solution		X	X		X		X	
Correct Solution		X	X			X	X	
Implement Solution		X	X			X	X	
Validate Solution		X	X		X		X	

Responsibilities Matrix for Product Defects

ENVIRONMENT	NON-PRODUCTION				PRODUCTION			
IMPLEMENTATION	INTRAWAY		PARTNER		INTRAWAY		PARTNER	
ACTIVITY	CUSTOMER	INTRAWAY	PARTNER	INTRAWAY	CUSTOMER	INTRAWAY	CUSTOMER	INTRAWAY
Analyze Incident		X		X		X		X
Update Information		X	X		X		X	
Prepare Solution		X		X		X		X
Test Solution		X	X		X		X	
Correct Solution		X		X		X		X
Implement Solution		X	X			X	X	
Validate Solution		X	X		X		X	

Severity Levels for Incidents

Non-Production Environments

- I1 Show Stopper:
block all project activities
- I2 Major Incident:
block some project activities
- I3 Minor Incident:
do not block any project activity

Service Level Objectives for partners

Production Environments

- E1 Crash:
massive service impact
- E2 Major:
services activation impact
- E3 Minor Incident:
platform management impact
- S4 Tweak / S5 Trivial:
some platform management impact
- S6 Feature:
no service impact

Service Level Agreements for customers

Service Level Objectives for Non-Production Environments

SEVERITY LEVEL	RESPONSE TIME	RESTORE TIME	SOLUTION TIME
I1 SHOW STOPPER	4 Hours	12 Hours	20 Business Days
I2 MAJOR INCIDENT	4 Business Hours	1 Business Day	20 Business Days
I3 MINOR INCIDENT	1 Business Day	5 Business Days	40 Business Days

Service Level Agreements for Production Environments

SEVERITY LEVEL	RESPONSE TIME	RESTORE TIME	SOLUTION TIME
E1 CRASH	2 Hours	6 Hours	20 Business Days
E2 MAJOR	4 Hours	12 Hours	20 Business Days
S3 MINOR	4 Business Hours	1 Business Day	40 Business Days
S4 TWEAK	1 Business Day	5 Business Days	Next SW Release
S5 TRIVIAL	2 Business Days	10 Business Days	Next SW Release
S6 FEATURE	5 Business Days	Not Applicable	Intraway's Decision

Request Management

REQUEST TYPES

➤ **Service Requests**

Specific services such as reports, password reset

➤ **Commercial Requests**

Support from a sales executive

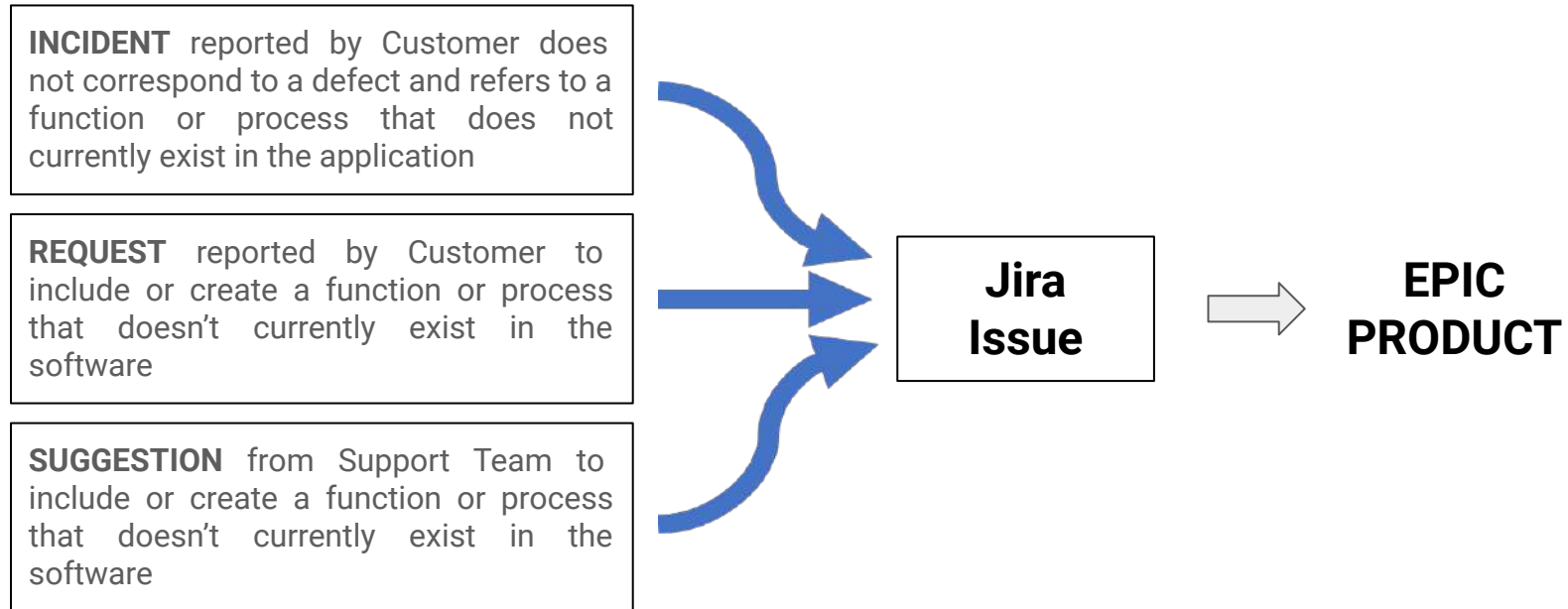
➤ **Enhancement Requests**

Include or create a function or process that doesn't currently exist in the software

Customer Requests in Production Environments

REQUEST TYPE	INTRAWAY IMPLEMENTATION	PARTNER IMPLEMENTATION
Service Requests	✓	✗
Commercial Requests	✓	✓
Enhancement Requests	✓	✓

Enhancement Requests



Service Level Objectives for Enhancement Requests

SEVERITY LEVEL	RESPONSE TIME	RESTORE TIME	SOLUTION TIME
R1 FEATURE	10 Business Days	Not Applicable	Intraway's Decision

