ACCESSING TECHNICAL SUPPORT

Technical Support is available to users of the HOPE Programme website in several forms that include:

1. HOPE Technical Support Page – this page contains guidance in the form of documents and media files. The page is available at http://v2.kaj-isis.net/pages/support-material/hope-support-material
2. Technical Support Email Contact Point – Report any system operating issues in the first instance to technical@kaj-isis.co.uk

   Using this protocol any requests can be registered, monitored and tracked. Any requests received will be receipted (you will receive a receipt to know your requested has been logged) and follow up advice will be sent to you be email. If required, the Technical Support Team will arrange for a mutually convenient time to talk by telephone and/or Skype (tele conference).

MAKING A TECHNICAL SUPPORT REQUEST

If an operating issue occurs - compose a message:

a) to technical@kaj-isis.co.uk
b) make the subject: HOPE Programme Website
c) include in the message: details relating to the operating issue
d) also include a screenshot (if possible) as an attachment – the screen shot can be an image file (*.png or *.jpg) or MS WORD file (*.doc or *.docx) or Portable Document File (*.pdf)

SUPPORT REQUEST RESPONSE

A support request will be responded by email to within **one** hour within hours of business (see HOURS OF BUSINESS). The support request response process is as follows:

I. Initial response within one hour will be an acknowledgement
II. Follow up email with - **request for more information**, **request to call** (or **Skype**) or **solution**
III. In event of further clarification; advice of **solution**

We operate a prioritisation process based on a traffic light scheme:

- Red = 'Show stopper' **> system down**: utilize all resources to fix immediately to restore facility
- Amber = 'Severe functional restriction' > **system operational:** fix within 8 hours + alert users
- Green = 'Minor functional restriction' > **system operational:** fix within 24 hours + alert users

HOURS OF BUSINESS

09:00 – 17:00 Monday – Friday (Except Bank Holidays)

TECHNICAL RESONSE PROCEDURE (FOR INFORMATION)

    i.   Incident receipt
    ii.   Incident Assessment
    iii.   Incident Logged and Prioritised (see above)
    iv.   Additional resources mobilized (if required)
    v.   Users alerted (if possible) using User Information adjacent to Log in
    vi.   Fix applied
    vii.   System testing
   viii.   Back up new revision
    ix.   Update Incident log
    x.   Update System User Information
    xi.   Update contextual support information (if required)

ends.