

ACCESSING TECHNICAL SUPPORT

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

1. INTERCOUNTY 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/INTERCOUNTY>
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 by 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: INTERCOUNTY 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.