

SUPPORT LEVELS AND TARGETS

1. First Line Support

First line support is the first point of contact for clients, provided by First Tack through telephone and via the email support@firsttack.com, and provided to the Client Administration Team only (not end users). The Client Administration Team are responsible for providing support to their users for the following types of queries.

- User ID and password inquiries
- Application accessibility
- Product functionality
- Client methodology
- First level technical issue resolution

Client Administration Team means the Client's team who is responsible for administering the AutoAudit application internally.

First Tack's role in first line support: reviewing tickets raised by the Client Administration Team, clarifying more information, and where possible resolving the issue.

2. Second Line Support

Second line support becomes applicable when:

- 1) A first line ticket cannot be resolved
- 2) The issue is not in relation to the problems listed within the scope of the first line support queries.

These tickets will be further investigated and where possible resolved either directly by the First Tack support team, or in conjunction with the Auto Audit product team.

3. Third Line Support

Third line support becomes applicable when the query relates to a technical or infrastructure issue. In all such cases, First Tack will retain responsibility for the client engagement and communication, along with retaining ownership for the resolution of such issues, however the resolution of such issues will rely on the product and technical teams at Empowered Systems to bring such items to resolution.

SCOPE OF SUPPORT

IN SCOPE	OUT OF SCOPE
Incident resolution	Delivering Education or Consulting services
Basic training questions on product features	Failure of client to maintain necessary environments for the use of the product(s)
Functionality enquiries, Error message resolution, Enhancement requests	Misuse, incorrect use of, or damage to the product
Acquiring the most recent software	Relocation of the products and services by any person other than a First Tack employee or their appointed representative, or a person acting under First Tack instructions or that of a person appointed by First Tack
Unsure of who to contact, looking for direction	Use of the products or services in combination with any equipment or products not supported by the products and services, or any fault in any such equipment products
	Consulting Services or Issues with configuration or development of the AutoAudit product not undertaken by First Tack or their representatives.

In order to investigate and resolve issues, support may need to be provided with sight of and/or access to the customer sites for review of the client construct. In some cases, a client's configuration and/or data may be required to be loaded into a testing site in order to replicate and resolve issues.

Support for implementing fixes where deployments are required will be provided by the First Tack implementation team, including weekends when necessary. Support is currently in English only.

HOURS OF SUPPORT

*The working week is defined as starting Monday 08:30 UTC (Monday 08:30 GMT) finishing Friday 17:30 UTC+3 (Friday 20:30 GMT).

Definition	Example	Acknowledgement	Resolution Approach	Customer Communication
1 A priority one (1) incident is a catastrophic event affecting the production environment which renders the application inoperable and in which all or multiple end users are simultaneously experiencing the same failure; where no procedural workaround exists. A system outage or a degradation of such severity that the software is unusable. Priority 1 applies to production systems only.	A system outage or a degradation of such severity that the software is unusable. Priority 1 applies to production systems only.	Within 2 hours during the working week *	Anticipated plan of action in 4 hours after case acknowledged. Targeted resolution plan: 24 hours after case acknowledged.	Continuous, 24x5, every 3 hours until an agreed action and resolution plan is in place.
2 A priority two (2) issue is a problem wherein the application is functioning but in a severely reduced capacity affecting multiple end users simultaneously, but where a temporary workaround is available. A workgroup is unable to use the software, or the performance is significantly diminished, but portions of the software remain usable. A priority 2 could also result from a non-production or non-critical system outage.	A workgroup is unable to use the software, or the performance is significantly diminished, but portions of the software remain usable. A priority 2 could also result from a non-production or non-critical system outage.	Within 4 hours during the working week *	Plan of action in 24 hours after case acknowledged. Targeted resolution plan: 48 hours after case acknowledged.	Daily until an agreed action and resolution plan is in place during normal business hours. The plan of action may include a short term workaround and long-term fix as necessary.
3 A priority three (3) issue is a low impact problem which involves partial noncritical functionality loss. One which impairs some operations but allows customers to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to customer's operation. There is a reasonable workaround or avoidance process available to the system administrator or user.	You cannot use a particular piece of functionality as designed. However, there is an available workaround rendering the issue more of an inconvenience than degradation to the system.	Within 8 hours during the working week *	Plan of action in 48 hours after case acknowledged. Targeted resolution plan: 15 days after case acknowledged.	Weekly or as needed during normal business hours.
4 A priority four (4) is an administrative request; general usage questions or recommendations for a future product enhancement. An administrative request; general usage questions or recommendations for a future product enhancement.	An administrative request; general usage questions or recommendations for a future product enhancement. There is minimal impact, such as a desire to see a certain feature change, or a general "how to" question.	Within 12 hours during the working week.*	Plan of action in 5 days after case acknowledged. Targeted resolution plan: 30 days after case acknowledged.	As appropriate.
*The working week is defined as starting Monday 08:30 UTC (Monday 08:30 GMT) finishing Friday 17:30 UTC+3 (Friday 20:30 GMT).				