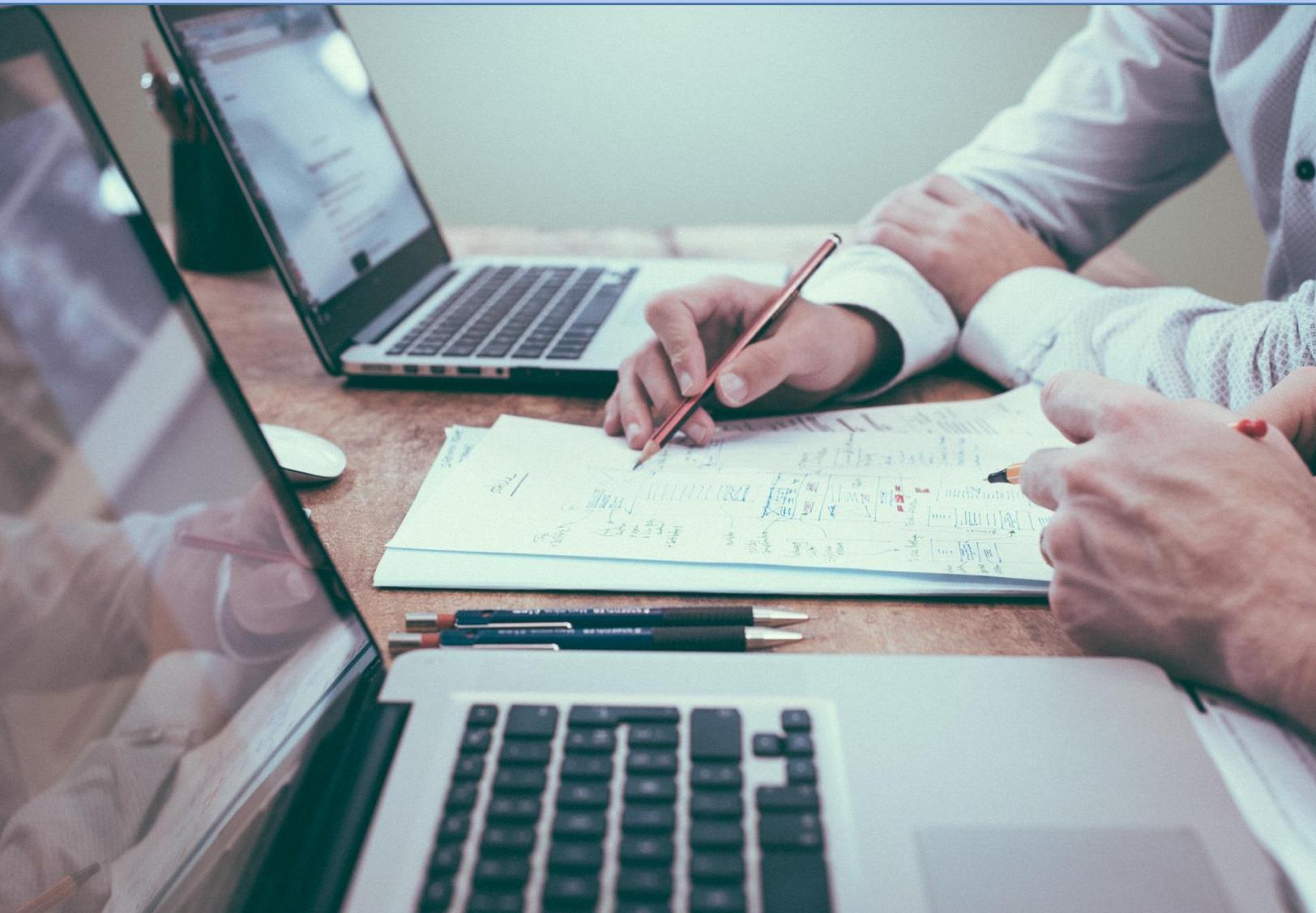




Systems & Software



Systems & Software Support Program General Guidelines

Effective January 1, 2019

Standard Support Offering

S&S' objective is to ensure that customers are fully satisfied at all levels of interaction, each and every time customers engage with S&S. Client Support is responsible for answering inquiries for areas related to the operation of all licensed enQuesta modules and, more specifically, for the business processes/features which are already in production, delivering fixes, error corrections, or corrective procedures for the supported versions {the current version (v6) and the most recent release (v5) just prior to the current version of the application} of enQuesta. S&S' Client Support Analysts will provide support via phone, email, or through use of WebEx or Skype.

Client Support Desk – Standard Hours of Operation

8:00 am – 5:00 pm EST - Monday – Friday (excluding designated statutory holidays)

Methods of Contact for Client Support Desk

- Email – support@ssivt.com (please note that if an issue is sent to an individual team member or to an address such as Dedicated Support, S&S cannot/will not guarantee a response)
- Phone @ 800.655.8810

Submission of Issues:

When a customer reports a ticket through our Online Help Desk the issue will be assigned a Ticket #. We encourage customers to enter tickets online, however Phone and Email as listed above are acceptable methods for reporting issues. Below is a list of required information for submitting a new ticket:

- Complete description of the issue being reported
- Can the issue be recreated
- Exact steps user was taking when he/she received the error or ran into a problem
- Screenshots of the error received, if applicable
- Description of any recent network changes and/or issues (ie: power outage)
- User log in information when required

Time and priority commitments for response to operational critical issues during standard hours of operation (8:00 am – 5:00 pm EST) are as follows:

Type	Description	Target Initial Review
Showstopper	<p>**A reported issue is only considered a Showstopper when the utility cannot continue with their daily processes until the issue is resolved**</p> <ul style="list-style-type: none"> - Daily Process has been halted by a critical error - Application and/or Database Server is down - Webconnect is down - enQuesta Reporting Center (ERC) is down - Job Scheduler Failures 	30 Minutes
High	<p>Business critical issue, but not preventing all users from getting their work done.</p> <ul style="list-style-type: none"> - Discrepancy in collections run sheet - Processing credit refunds - HandHeld Upload/Download - Deposits - System errors that have workarounds - Calculation errors impacting a small number of records 	2 Hours
Medium	<p>The issue has a work around that can be used until the issue is resolved.</p> <ul style="list-style-type: none"> - A particular work order cannot be updated - Document Designer template changes - Work Queues 	8 Hours
Low	<p>The issue is cosmetic or requested functionality that will be considered for a future version. (Ex. Columns displayed on a particular screen.)</p>	24 Hours

Performance-Related Issues:

In terms of performance related issues, we will only research an issue once it has been proven by the customer that the issue is not at all related to the customer's internal network. Assuming the performance encountered is not a customer network issue, when submitting the issue, please include the following information:

Is enQuesta slow for everyone or just one person?

a. If for everyone:

- i. Is a Cognos report or reports running and/or what time was the last Cognos report kicked-off?
- ii. Have you verified internally that there have not been recent firewall or network changes?

b. If for one person:

- i. User's login information
- ii. What he/she was doing exactly prior to and when the performance issues occurred (this includes if he/she was doing something on the internet or if he/she was running any other applications)
- iii. How many sessions does the user have open

Is the issue just impacting the Call Center or all locations (if utility has multiple locations)?

Existing Issues:

If the customer is looking for the status of an **existing** issue, the customer should not call a Client Support team member directly. Please refer to the online help desk for a status of an existing issue. Customers can also contact the Support Desk to request an update.

Closing Issues:

Customers are responsible for reviewing and closing issues via Online Help Desk. When tickets have been resolved or code fixes moved to production the tickets should be closed.

Contacting Client Support Personnel Directly:

S&S requires that customers log all new issues through the Online Help Desk to ensure that S&S will be able to efficiently serve the customer. The customer should not attempt to contact specific S&S personnel to log new issues, as personnel may be out of the office due to customer engagements, vacation or illness. If the proper procedure is not followed by the customer, S&S cannot guarantee that new issues will be handled efficiently. S&S also enforces this practice for auditing purposes (every issue must be logged).

Online Help Desk:

Customers will be provided with access to the S&S Online Help Desk, where they will have access to their open Support tickets.

My Issues 🔍 👤


Customer Support

Create a Ticket

Customer Reference Number **

Please enter your internal ticket number if one exists.

Summary*

Priority
 ⓘ

Functional Area **

Description*

Style B I U A 🔗 📄
 I've posted my utility bill batch # ABC212 at 1:00pm. The batch has been stuck on the posting process for a couple hours now. Could someone investigate?

Impact**

Style B I U A 🔗 📄
 A few users are impacted. There are no known workarounds

The system or process impacted. The number of internal and external users impacted. What work around if any exists. Additional impact notes. Type "none" if there is no impact.

Work Around **

📎 Drop files to attach, or browse.

Create
Cancel

HelpDesk 🔍 👤

Open Tickets (4) Closed Tickets (0)
Export 📄

Interval	Issue type : All	Issue	Summary	Assignee	Status : All
13/Sep/2017	📄 Ticket	CSUP-2365	Utility batch post is unresponsive		WAITING FOR SUPPORT
13/Sep/2017	📄 Ticket	CSUP-2364	Cash Receipt Posting Error	👤 Kiley Fletcher	IN PROGRESS
13/Sep/2017	📄 Ticket	CSUP-2363	Add a Social Insurance number to the Payroll entry screen field	👤 Kiley Fletcher	IN PROGRESS
13/Sep/2017	📄 Ticket	CSUP-2362	Standard Payment File Load		WAITING FOR SUPPORT

1 to 4 of 4

Escalation Process:

8:00 AM – 5:00 PM EST Monday – Friday

If you do not receive a response within the given timeframe, please escalate to the next level.

Escalation Level – 1	S&S Support Desk	800.655.8810 or support@ssivt.com	Expected Response Time – 2 Hours *Showstopper Issue Response Time – 30 minutes
Escalation Level – 2	Manager of Support, Kiley Fletcher	802.735.6677 or kiley.fletcher@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 30 minutes
Escalation Level – 3	VP, Operations, Dana Lendorf-McCarthy	416-819-0099 or dana.lendorf-mccarthy@systemsandsoftware.net	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 30 minutes

After Hours Support Contact Info (If Contracted):

Methods of Contact for After Hours Support

- Phone @ 800.655.8810

Escalation Path 5:00 PM – 8:00 AM EST– Monday – Friday

If you do not receive a response within the given timeframe, please escalate to the next level.

Escalation Level – 1	Manager of Support, Kiley Fletcher	802.735.6677 or kiley.fletcher@ssivt.com
Escalation Level – 2	VP, Operations, Dana Lendorf-McCarthy	416-819-0099 or dana.lendorf-mccarthy@systemsandsoftware.net

enQuesta Modules

enQuesta Modules

This is a listing of all enQuesta offerings. If you would like a list specific to your utility, please notify S&S Support

Core Modules	Account Management	Admin Portal	
	Automated Workflow	Credit & Collections	
	Device Management	Financial Management	
	Miscellaneous AR	New Service	
	Rate Management	Security & Auditing	
	Standard Reporting	Job Scheduler	
	Utility Billing	Work Queue	
	Workflow Scheduling		
	Additional Modules	Autovoid/Reconnect	BI Dashboard/Reporting
		Budget Billing	Cashiering
Data Archiving		Disaster Recovery	
Document Designer		enQuesta Chat	
enQuesta FMS		enQuesta GO	
enQuesta Mobile		enQuestaLink (MWMS)	
Supplier Management		Landlord/Tenant	
PayConnect		Skeletal GL	
WebConnect		Capricorn (Self-Service)	

Desktop Recommendations:

Work Station	Recommended System
Operating System	Windows 10 Microsoft Office 365 or 2016
Processor	7th Generation Intel® Core™ i7 Processor
RAM	16+ GB
Screen Resolution	1080P (1920 x 1080) Resolution
Disk	100 MB (free)
LAN Speed	100 Mbps
Browser	IE11* **
PDF Viewer	Acrobat Reader (latest ver. at the time of installation)

** IE 11 Compatibility View settings turned on.

Please note that S&S does not offer support related to Windows and other PC desktop system support, communications or infrastructure support.

Connection Requirements:

To ensure we can effectively support our customers, we require that a communication link (ie: VPN) is established and maintained between our two sites. It is the customer's responsibility to ensure that the connection is valid at your location so that we can connect at any time.

Standard Database Tasks

- Set up, maintain train/test refresh scripts
- Set up automated train/test refresh or upon request/as needed
- Automated monitoring of tablespace levels and adjust/add space as needed
- Upgrade Oracle database and apply patches as needed
- Perform database/SQL analysis and tuning as needed
- Set up maintenance scripts to maintain healthy database status
- Set up/monitor DR (standby database) environment upon request
- Perform history archiving up request

Standard System Administration Tasks

- Monitor Production Customer Backups – Automated
 - o Resolve Production Customer Backups Issues as needed
This often includes helping customers understand and resolve issues with their backup hardware
- Monitor Production Server Disk Space
 - o Resolve Production Server Disk Space Issues as needed

User Conferences/User Groups

Annual Customer Training Conference (formally known as the User Forum) Attendance:

*The admission fee per attendee ranges between \$900 - \$1300 per person.

2019 – Denver, Colorado

2020 - Las Vegas, Nevada

User Group Attendance:

Each customer can have as many employees attend/participate as they would like. S&S currently has two regional User Groups. Groups typically meet in person 1-2 times annually.

- *Pacific User Group* – Azusa, Redlands, Santa Ana, South Coast, Valencia, Ventura, Anaheim, Riverside
- *Regional User Group* – Arlington, Atlanta, Augusta, Clarksville, DeKalb, El Paso, EPB, Greensboro, Irving, Mobile, Metro, Montgomery, Akron, Central Arkansas Water, Detroit, Marquette, Milwaukee, Minneapolis, SEMCO, Freeport, Nassau, Tupper Lake, Massena, Wolfeboro, Unitil, Lexington

Executive Steering Committee (ESC):

The intent of the Executive Steering Committee is to have Executive-level (Director and above) representation (one Executive per utility) from our customer base that will:

- Provide advice, insight and assistance to S&S' direction
- Help S&S ensure our products and services meet the changing demands of the utility industry
- Ensure S&S is properly leveraging expertise and experience
- Ensure S&S has the proper structure, processes and communication mechanisms to meet expectations
- Assist in our mutual successes and a win-win situation

Product Changes and Enhancements

Deployment of code fixes:

Our main priority is to keep the customers production environment stable. Fixes will be released to customers once they have been tested and approved by the customer in a train environment. Deployments to production will not occur without consent from the customer and in the cases where downtime is required and agreed up date and time will be adhered to

ALL customer sources will be managed at S&S. Each developer will follow a defined standard processes for deployments of required code.

Systems & Software Account Management:

Requests for modifications should be sent to your Systems & Software account manager for review and quote.

This include any requests for enhancements, implementation of new features and requests for Upgrades

Hourly Rates:

- 2018 - \$185
- 2019 - \$195
- 2020 - \$205

Systems & Software 2019 Holiday Calendar:

Date	Holiday
1/1/2019 – Tuesday	New Year’s Day
2/18/2019 – Monday	President’s Day
5/27/2019 – Monday	Memorial Day
7/4/2019 - Thursday	Independence Day
9/2/2019 – Monday	Labor Day
11/11/2019 - Monday	Veteran’s Day
11/28/2019, 11/29/2019 - Thursday & Friday	Thanksgiving
12/25/2019, 12/26/2019 – Wednesday & Thursday	Christmas

Outside of Scope - Support Items (Billable services that require a quoted)

- Cognos BI Reports
 - Requests for new reports
 - Requests for new table/view/model changes for custom needs
 - Security - additions and changes
 - Basic administration functions such as scheduling via Cognos, email distribution setup, etc.
 - Deployment of additional functionality within Cognos such as auditing, DR, managed alerts, detailed documentation, performance monitoring, SQL Optimization, etc.
 - Requests for new dashboards.
 - Requests for Archive content stores/environment.
 - Requests for Training content stores/environments.
- Bill Print Changes
- Process Changes
- New Configuration/Criteria Set Up
- Doc Designer – New Letters
- Adding Users (OS and enQuesta)
- Rate Changes
- Extended Telephone Training
- Upgrades and Support of Third Party Software/Interfaces
- Recovering data resulting from customer error

Did you know?

Systems and Software can offer the following items be included in your annual Maintenance & Support:

- Prepaid Upgrades
- HCTC Registration