Systems & Software

Systems & Software Support Program
General Guidelines

Effective January 1, 2018

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 – Hours of Operation
(8:00 am – 5:00 pm Customer Local Time - Monday - Friday)
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 an issue {we recommend each customer assign only 1-2 key individuals) the issue will be assigned a case #. Time and priority commitments for response to operational critical issues during regular business hours (8:00 am – 5:00 pm Customer Local Time) are as follows:

Type	Description	Response Time
Showstopper	**A reported issue is only considered a Showstopper when the utility cannot continue with their daily processes until the issue is resolved** - 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 - Out of Balance messages preventing and update to continue - Job Scheduler Failures	15 Minutes

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	- Bill Print is incorrect	
High	Business critical issue, but not preventing all users from getting their work done. - Discrepancy in collections run sheet - Processing credit refunds - HandHeld Upload/Download - Deposits	1 Hour
Medium	The issue has a work around that can be used until the issue is resolved. - A particular work order cannot be updated - Document Designer template changes - Work Queues	4 Hours
Low	The issue is cosmetic or requested functionality that will be considered for a future version. (Ex. Columns displayed on a particular screen.)	24 Hours

When submitting an issue, S&S asks that the customer's end user provide the following information to facilitate a quicker diagnose/cause:

1. A complete description of the issue.

2. Can the issue be re-created?

3. **The exact steps of what the user was doing when he/she received an error or ran into a problem.**

4. Screenshots of the error received.

5. User's log in information.

6. Has the utility experienced any network issues recently, power outages, etc.

7. Contact information (email and phone number for employee who understands the issue).

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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?

    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. Customers must contact the Client Support Desk (contact information noted above).

Closing Issues:

Once an issue has been moved to Production, S&S will close the issue. If problems surface within a 24-hour period post-closing, the issue will be re-opened. If problems surface post this initial 24-hour period, a new case will be opened to address it.

Contacting Client Support Personnel Directly:

S&S requires that customers log all new issues through the Customer Web Portal Client Support Desk, so 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).
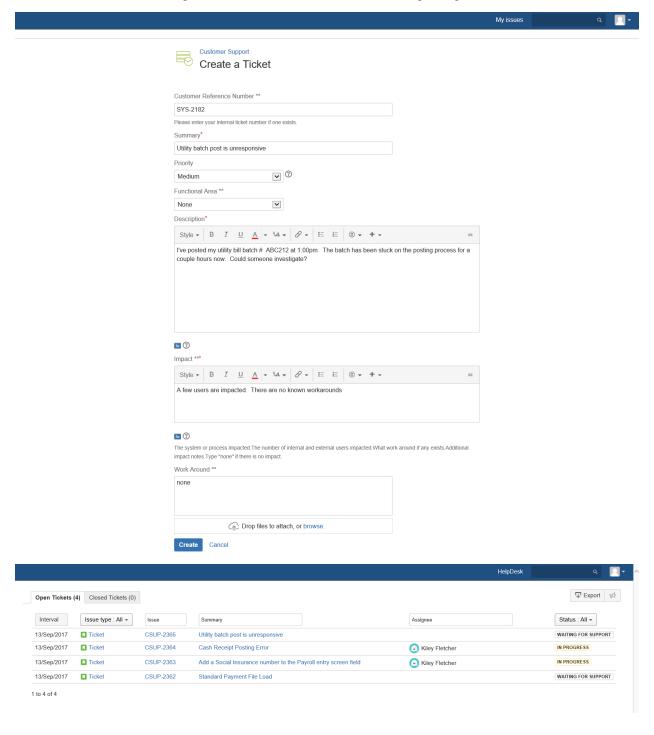
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Customer Portal:

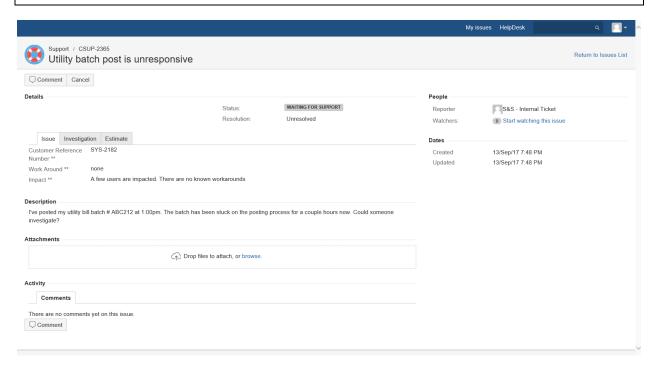Customers will be provided with access to the S&S Customer Portal, where they will have access to information regarding their enQuesta use and experience. This includes training documentation, custom documentation, video training sessions and information from S&S regarding their solution.

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My issues   HelpDesk

Support / CSUP-2365
Utility batch post is unresponsive

Return to Issues List

Comment   Cancel

Details

Status:	WAITING FOR SUPPORT
Resolution:	Unresolved

People

Reporter	S&S - Internal Ticket
Watchers:	0 Start watching this issue

Issue | Investigation | Estimate

Customer Reference Number **	SYS-2182
Work Around **	none
Impact **	A few users are impacted. There are no known workarounds

Dates

Created	13/Sep/17 7:48 PM
Updated	13/Sep/17 7:48 PM

Description

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?

Attachments

Drop files to attach, or browse.

Activity

Comments

There are no comments yet on this issue.

Comment

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Escalation of Issues:

Escalation Path 8:00 AM – 5:00 PM Customer Local Time – 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 – 15 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 – 15 minutes
Escalation Level – 3	VP, Operations, Kate Labor	802.233.2959 or kate.labor@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes

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After Hours Support Contact Info (If Purchased):

Methods of Contact for Client Support Desk
- Phone @ 800.655.8810
- Email – support@ssivt.com (please note that if an issue is sent to an individual team member or to any other e-mail address, S&S cannot guarantee a response)
- Please do not email if you have a showstopper issue

Escalation Path 5:00 PM – 8:00 AM Customer Local Time – 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 – 15 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 – 15 minutes
Escalation Level – 3	VP, Operations, Kate Labor	802.233.2959 or kate.labor@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes

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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)

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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.

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Hardware/Operating System/Database Responsibilities Matrix

C – Customer; S – S&S; H – Off-Site Hosting			Customer Hosted	S&S For Customer Hosted	Off-Site Hosting
enQuesta Server Hardware	Responsibility for the setup and maintenance for the hardware that runs the enQuesta software and associated databases. Includes all contracted environments (Production, Train, Test, etc.)		C	S	H
Uninterruptible Power Supply (UPS)	All required hardware is powered through a monitored, uninterruptible power supply.		C	C	H
Internet Connection	Customers are required to have a broadband Internet connection. S&S-hosted environments include enterprise-quality, monitored Internet access.		C	C	H
Network	Set-up and maintenance of all network components, including firewall configuration and network connectivity.		C	C	C
VPN	A VPN connection must be set-up to allow S&S system access as needed.		S	S	H
Back-Ups	Set-up, maintenance and restoration from backups.		C	C	H
Operating System & Database Maintenance	Licensing, configuration and upgrade/patching of the OS and Database that power the solution.		C	S	H
Workstation PCs	The customer is responsible for the management and maintenance of all workstation PCs used to connect to enQuesta.		C	C	C
Additional On-Premise Hardware	The customer is responsible for the configuration, management and maintenance of any additional hardware installed on-premise.		C	C	C
Printers	The Customer is responsible for all printer configuration.		C	C	C
Other	The Customer is responsible for enQuesta user maintenance and general system administration. The Customer is also responsible for any file or report import/export to non-enQuesta servers.		C	C	C
System Monitoring	• Alerting of error conditions • Detection of changed files • Disk Storage Capacity • JBOSS – Up/Down, Memory and Thread use		S	S	S

	• Back-Up Completed/Failed • Oracle Up/Down • eRC Up/Down • IVR WebService • Tablespace monitoring to include space and fragmentation issues • WebConnect Availability • Server Paging Excessively • Number of Sessions Opened - Exceeds 2 Sessions/Per User (Additional Fee) • Access to Watchman Dashboard (Additional Fee)			
Disaster Recovery Annual Test	If the customer has a disaster recovery solution in place, S&S will review the Disaster Recovery Test plan with the customer and provide recommendations prior to the annual test. S&S will also participate in one annual test with the customer (additional fee). This test will need to occur over a weekend with production down and will need to be scheduled 3 months in advance of the desired date.	S	S	S

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User Conferences/User Groups

Annual Customer Training Conference (formally known as the User Forum) Attendance: *The admission fee per attendee ranges between $850 - $1000 per person.

Chicago
IL

October 31 - November 2, 2018
Chicago, IL | Hilton Chicago

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, 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

* The intent is to have two meetings per year (WebEx/Face-to-Face).

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Product Changes and Enhancements

Maintenance Releases:

Our main priority in regards to maintenance releases is production environment stability. Our methodology allows customers to on a specific version level between upgrades but also have the ability to be on the most current version "head" level; this allows us to maintain a single set of source code for each of the supported enQuesta versions. The thought is customers can stay on "their" level and opt to take releases as they are made available; never take a release unless as required for a speicifc modification they want/need; or remain on "their" level until they opt to move forward with an upgrade.

ALL customer sources will be managed at S&S. Each developer will follow a defined standard processes for deployments of required code. The MR creation process will be an automated process versus requiring a manual tag movement which has been a root cause of issues with deployments (to date, because of the manual requirement, human error has resulted more times than not);

We will only be delivering code enhancements/fixes which will result in MRs comprising of about 25 TTPs to test.

Modifications/Quote Requests:

S&S requests that in cases of specific custom requests (*modification, customization, new features, new interfaces, and enhancements*) from a customer, the entire scope of such a request should accompany the inquiry. A TTP will then be created and S&S will then validate the written scope document.   A Business Requirements Document (BRD) will accompany the Quote document as required. S&S requires sign-off on both the BRD and quote document to officially begin work.

A maintenance release is typically required for all new functionality. S&S will notify the customer as to which maintenance release the new functionality will be part of. As with all maintenance releases, the deployment will first be delivered to the customer's Test/Train environment. Once successfully tested, the maintenance release will then be deployed to the customer's Production environment.

If the modification requested does not require an MR, it is expected that the customer will test the modification in their train environment within 30 days of receipt. When a modification remains in a customer's train environment beyond 30 days, there is a risk of the work being over-written by the deployment of MRs, train refreshes, other code deployments, etc.

After the new functionality has been delivered to the customer's Test/Train environment, the remaining invoice amount will be billed.

*Please note that if a maintenance release is required for this new functionality, the customer must be up-to-date on their maintenance release deployments.

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Upgrades:

Customers will upgrade to a new release of enQuesta at their discretion. Customers never incur additional enQuesta software license fees with each upgrade, meaning the software is only purchased once. However, there will be fees related to the various services necessary to perform an upgrade such as travel, training, the configuration of additional modules, or hardware upgrades based on your current operating environment and future requirements.

enQuesta is upgraded in its entirety, rather than by module, and any enhancements provided to the customer are maintained through each new version of software. Major releases of enQuesta are deployed every 24-36 months. S&S encourages customers to upgrade periodically in order to gain new enQuesta functionality and maintain current technology. This is typically a 9+ month project.

Hourly Rates:

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

Systems & Software 2018 Holiday Calendar:

Date	Holiday
1/1/2018 – Monday	New Year's Day
2/19/2018 – Monday	President's Day
5/28/2018 – Monday	Memorial Day
7/4/2018 - Wednesday	Independence Day
9/3/2018 – Monday	Labor Day
11/9/2018 - Friday	Veteran's Day
11/22/2018, 11/23/2018 - Thursday & Friday	Thanksgiving
12/24/2018, 12/25/2018 – Monday & Tuesday	Christmas

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Outside of Scope - Support Items (will require a separate time and material quote):

- 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

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