S&S Support Program General Guidelines

Systems & Software

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)). 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

MONDAY – FRIDAY, 8AM – 6PM* (EXCLUDING STATUTORY HOLIDAYS)
* New extended hours

METHODS OF CONTACT FOR CLIENT SUPPORT DESK

Email – support@ssvit.com
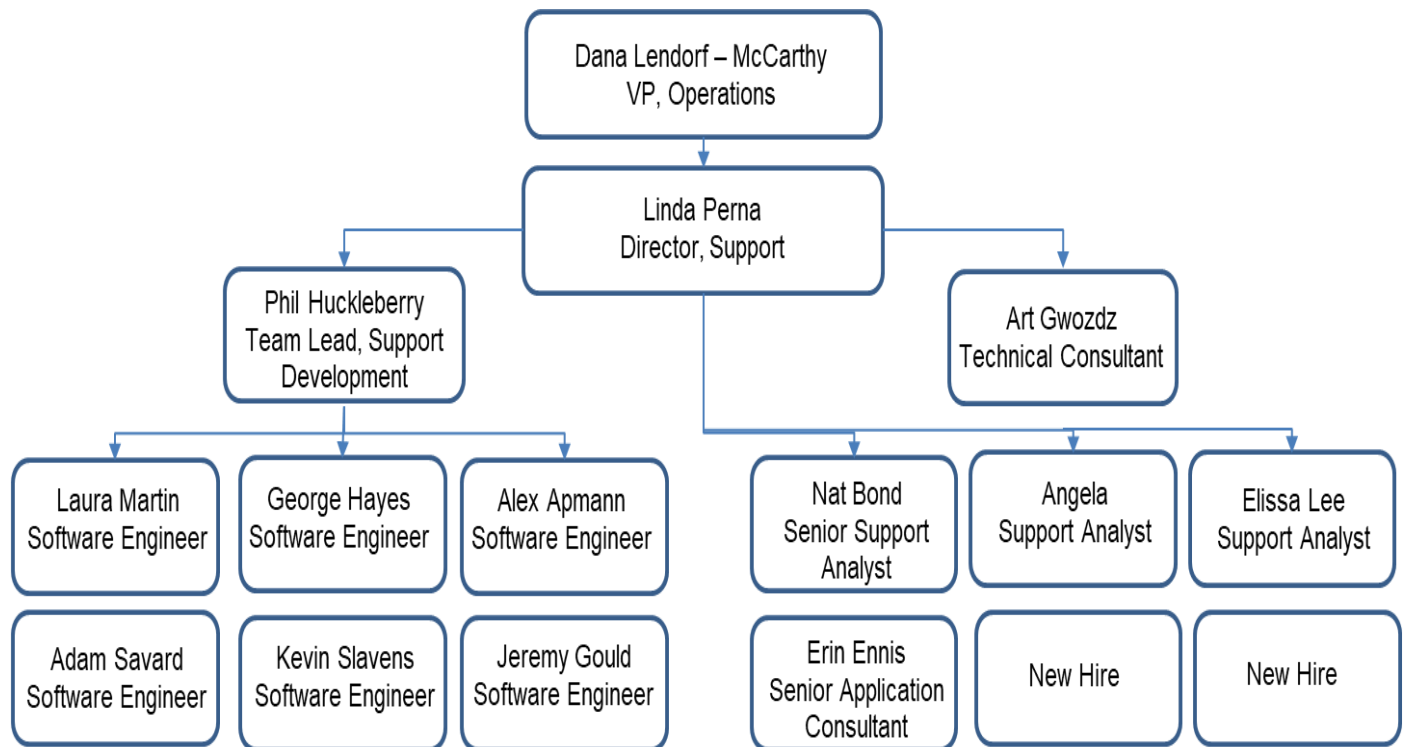

Phone @ 800.655.8810

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 con- tact 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).

2020 HOLIDAY CALENDAR

DATE	HOLIDAY	DATE	HOLIDAY
JANUARY 1ST	NEW YEAR'S DAY	SEPTEMBER 7TH	LABOR DAY
FEBRUARY 17TH	PRESIDENT'S DAY	NOVEMBER 11TH	VETERAN'S DAY
MAY 25TH	MEMORIAL DAY	NOVEMBER 26TH & 27TH	THANKSGIVING
JULY 4TH	INDEPENDENCE DAY	DECEMBER 24TH & 25TH	CHRISTMAS

ORGANIZATIONAL STRUCTURE

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                        ┌──────────────────────────┐
                        │ Dana Lendorf – McCarthy  │
                        │      VP, Operations      │
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                                    │
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                        │       Linda Perna        │
                        │    Director, Support     │
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Phil Huckleberry
Team Lead, Support Development

Art Gwozdz
Technical Consultant

Laura Martin Software Engineer	George Hayes Software Engineer	Alex Apmann Software Engineer	Nat Bond Senior Support Analyst	Angela Support Analyst	Elissa Lee Support Analyst
Adam Savard Software Engineer	Kevin Slavens Software Engineer	Jeremy Gould Software Engineer	Erin Ennis Senior Application Consultant	New Hire	New Hire

ESCALATION PATH

Escalation times: 8:00AM – 6:00PM Eastern Standard 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 mins
Escalation Level -2	Director of Support, Linda Perna	416.452.8808 or **linda.perna@systemsandsoftware.net**	Expected Response Time – 1 Hours *Showstopper Issue – Response time – 15 mins
Escalation Level -3	VP Operations, Dana Lendorf-McCarthy	416.819.0099 or **dana.lendorf-Mccarthy@systemsandsoftware.net**	Expected Response Time – 1 Hours *Showstopper Issue – Response time – 15 mins

AFTER HOURS SUPPORT CONTACT INFO (IF CONTRACTED)

Methods of contact for after-hours support:

Phone @ 800.655.8810

ESCALATION PATH:

Escalation times: 6:00PM – 8:00AM (Monday to Friday)
12:00AM – 11:59PM (Saturday & Sunday)

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

Escalation Level -1	Director of Support, Linda Perna	416.452.8808 or **linda.perna@systemsandsoftware.net**
Escalation Level -2	VP Operations, Dana Lendorf-McCarthy	416.819.0099 or **dana.lendorf-Mccarthy@systemsandsoftware.net**

CUSTOMER PORTAL

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

Below is a list of required information for submitting a new ticket:

1 Complete description of the issue being reported.

2 Can the issue be re-created?

3 Exact steps user was taking when he/she received an error or ran into a problem.

4 Screenshots of the error received, if applicable.

5 Description of any recent network changes and/or issues (i.e.: power outage).

6 User log in information when required.

DEPLOYMENT OF CODE FIXES:

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

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

SUBMISSION OF ISSUES

Low

The issue is cosmetic or requested functionality that will be considered for a future version

I.e. Columns displayed on a particular screen

24 Hours

Medium

The issue has a work around that can be used until the issue is resolved

I.e. A particular work order cannot be updated; Document Designer template changes; Work Queues issues

8 Hours

High

Business critical issue, but not preventing all users from getting their work done

I.e. Discrepancy in collections run sheet; Processing credit refunds; Hand Held Upload/Download; Deposits; System Errors that have workarounds; Calculate errors impacting a small # of records

2 Hours

Show Stopper

A reported issue is only considered a Showstopper when the utility cannot continue with their daily processes until the issue is resolved

I.e. 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 an update to continue; Job Scheduler Failures; Bill Print is incorrect

15 Mins

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, please include the following information when submitting a ticket:

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 has 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 they were 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 locations)?

EXISTING ISSUES:

If the customer is looking or the status of an existing issue, please refer to the online help desk for an update. Customers can also contact the Support Desk to request an update. Please refrain from calling the client support team member directly.

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 ticket should be closed.

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.

CONNECTION REQUIREMENTS:

To ensure we can effectively support our customers, we require that a communications link (i.e. VPN) is established and maintained between our two sites. It is the customers 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 ADMINISTRATIVE TASKS:

Monitor Production Customer Backups – Automated
- Resolve production customer backup issues as needed. This often includes helping customers understand and resolve issues with their backup hardware

Monitor Production Server Disk Space
Resolve Production Server Disk Space Issues as needed.

INCLUDED IN ANNUAL MAINTENANCE AND SUPPORT

S&S provides the following services as part of the annual maintenance and support contract:

- Access to JIRA for logging issues

- 24X7 Support Desk coverage capability

- Wide array of experts on staff

- Technical troubleshooting and issue resolution

- One-stop support for contracted third parties

- Limited duration training (15-minute guideline)

- On-site visits as required

- Quote dashboard

- 'My eSpace' for Utilities

- Internal System Monitoring (Customer notifications & dashboard available for purchase)

- Automated train refreshes

- Maintenance releases for V6 only

- Quarterly Customer Newsletters

- Monthly Webinars

ACCOUNT MANAGEMENT

Requests for modifications should be sent to your Systems and Software account manager for review and quote. This includes any requests for enhancements, implementation of new features and requests for upgrades.

2020 Hourly Rate - $205

EXAMPLES OF BILLABLE SERVICES THAT REQUIRE A 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 set up, 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
    - Request 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

WHEN TO EXPECT INCREMENTAL MAINTENANCE

Maintenance means restoring something to its original conditions. Enhancement means adding, modifying the code to support the changes in the user specification. System maintenance conforms the system to its original requirements and enhancement adds to system capability by incorporating new requirements.

Thus, maintenance changes the existing system, enhancement adds features to the existing system, and development replaces the existing system. It is an important part of system development that includes the activities which corrects errors in system design and implementation, updates the documents, and tests the data.

MAINTENANCE TYPES

System maintenance can be classified into three types:

- **Corrective Maintenance (include in annual maintenance)** − Enables user to carry out the repairing and correcting

- **Adaptive Maintenance (20% prorated for current year and then added to following years maintenance as full cost)** − Enables user to replace the functions of the programs

- **Perfective Maintenance (20% prorated for current year and then added to following years maintenance as full cost)** − Enables user to modify or enhance the programs according to the users' requirements and changing needs

DID YOU KNOW?

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

1) Prepaid upgrades
2) HCTC registration

USER CONFERENCES/ USER GROUPS

Annual Customer Training Conference (formally known as the User Forum). The admission fee per attendee ranges between $950 - $1300 per person

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 annually

November 4 - 6, 2020
Las Vegas, NV | Caeser's Palace

PACIFIC USER GROUP:

Azuza, Redlands, Santa Anna, South Coast, Valencia, Ventura, Anaheim, Riverside, Merced, TMWA, Spokane, Shreveport

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, South Bend

EXECUTIVE STEERING COMMITTEE

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

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