

## Support service overview

Support assistance is provided by the Project Assistants (PA) Technical team to help with operational and technical problems as they arise when using the Microsoft Office Enterprise Project Management (EPM) Solution (Microsoft Office Project Server/Online, and Microsoft Office SharePoint Server/Online) and services including PA custom solutions.

## Support activities generally include:

- *Documentation of each support request.*
- *Clarification and/or investigation of root cause for each request.*
- *Documentation of issue resolution and/or status.*
- *Email and/or telephone response for each issue.*

## Definition of Support Types:

Support Type	Descriptions
<b>Inquiry – Tier 3</b>	<ul style="list-style-type: none"> <li>• Single inquiry that can be resolved in a single email reply or phone call lasting 5 minutes or less</li> <li>• Inquiries must be related to products and services as defined in the Scope of Services section.</li> </ul>
<b>Incident – Tier 2</b>	<ul style="list-style-type: none"> <li>• Issues requiring support services beyond the scope of an inquiry but limited to a maximum of 2 hours* of effort</li> <li>• Error analysis and corrective actions for Microsoft supported EPM products and solutions and PA custom solutions or licensed products.</li> <li>• Installation of PA custom software.</li> <li>• Installation support of software updates such as hot fixes and service packs for Microsoft supported products and PA customer solutions or licenses products.</li> <li>• End-user one-on-one training through the client contacts as defined in Section 6.0 below</li> <li>• Best practice advice.</li> </ul> <p>*Note: issues estimated to require more than 2 hours to resolve may be defined as a project and will be resolved under the tier 1 support model.</p>
<b>Project – Tier 1</b>	Anything that is defined as a project will be estimated for total effort, approved by client before work begins, a project team assigned, and agreed upon delivery of the project between PA and client.

## Types of requests and response times for support submission:

Type of Request	Definition	Acknowledge Receipt of Request	Resolution Estimate Response Time
<b>Routine</b>	Non-critical problem that effects a subset of users	30 Minutes to 4 Hours	1 Business Day
<b>Urgent</b>	Critical issue. System is unavailable, inoperable, or degraded to a level that makes the system unusable for multiple users.	30 Minutes to 2 Hours	Within 4 hours of acknowledgement
<b>Enhancement/ Maintenance</b>	System configuration changes, periodic maintenance	1 Hours to 8 Hours	As Scheduled
<b>Project</b>	Efforts defined by client outside of the standard inquiry and incident model	Defined	Defined

PA will do all it can to ensure a timely, rapid response to the user community for all support requests submitted.

## Knowledge Transfer Plan

Working with client teams is a collaborative process to ensure the overall solution is functioning as needed to support the overall community of users.

From the moment PA receives the support request, all analysis work, communications, and resolution, are documented and posted to the client's support submission system for later review by their teams.

PA also proposes a monthly 1-hour meeting with the client's support teams to review all support inquiries handled by the PA team to ensure the support teams understand the issues being submitted and the resolution strategy accomplished by PA. At some point, the objective is for the client to become self-sufficient with managing all tiers of support for the solution.

## Testing and Quality Assurance

Solution resolution will require extensive testing to be accomplished by the joint PA and client teams. Typically, PA will provide a fully documented solution resolution, and work in coordination with the client’s technical teams and business users to validate full resolution before the support request is considered completed.

The PA teams will provide detailed testing scripts for all support requests requiring technical and process changes within the environment.

This process will ensure the resolution is satisfactory for the end user of the environment.

## Pricing

The PA support plans is based on the following model:

Activity	Description	Effort	Cost
<b>Inquiry – Tier 3</b>	Support request that can be resolved with a single email with a maximum effort of 5 minutes or less. Must have support agreement for this option to be available.	5 Min or Less	Unlimited No Charge
<b>Incidents – Tier 2</b>	Support requests that require more time compared to an inquiry, but no more than 30 Minutes per Incident. (Support is billed in blocks of 30 minutes with 1 incident equaling 30 mins.)	TBD	Pricing based on number of incidents allotted

  

Package	Services
<b>PA Support Lite</b>	Includes up to 36 incidents (\$139/Incident) <b>Cost: \$5,000</b>
<b>PA Support Bronze</b>	Includes up to 80 incidents (\$125/Incident) <b>Cost: \$10,000</b>
<b>PA Support Silver</b>	Includes up to 150 incidents (\$100/Incident) <b>Cost: \$15,000</b>
<b>PA Support Gold</b>	Includes up to 600 incidents (\$50/Incident) <b>Cost: \$30,000</b>
<b>PA Support Platinum “Best Value”</b>	Unlimited Incidents <b>Cost: \$40,000 per Year</b>

Activity	Description	Effort	Cost
<b>Solution/ Project Enhancements – Tier 1</b>	Support requests that require more time compared to an incident and require support to make overall changes to the EPM environment. All enhancements will be defined as a project, estimated, and approved prior to work beginning.	TBD	Fixed hourly rate agreed upon by PA and the client

All tier 1 support requests will be defined in a tier 1 support request form which will estimate the hours required to accomplish the task and approved prior to work begins.

Total price for tier 2 support calls is a flat fee, which is paid prior to support start.

Payments will be fixed price and made upon contract signing for the full amount. Any additional time required for support will be proposed in a separate project proposal.