

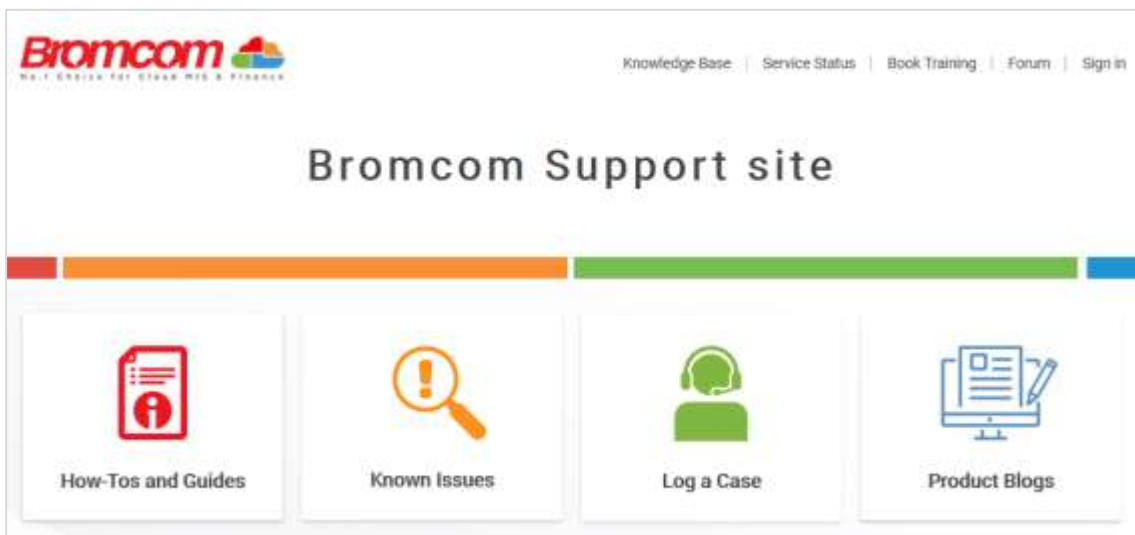
## Bromcom Support Desk Service

Once you are live with Bromcom you get access to our friendly and knowledgeable Support Desk Agents to assist you with any queries or issues you may have in using the MIS.

### How you can contact Support

The Bromcom Support Desk operates from 08:00 to 17:00 Monday to Friday, except on Wednesdays when the lines are open from 08:00 to 16:00.

Support is available via the phone 0208 270 7177 or via our online **support site**, <https://help.bromcom.com/>, to which you will be registered once you are live with the system.



The support site also includes an **Online Chat** option for quick queries. Once you have logged in to the portal, look for the Online Chat widget in the bottom right hand corner of the screen.

### Who can contact Support?

Support is provided to authorised school contacts only. You'll be asked for a list of contacts before you go live and once you are live, a registered contact can request additions to the list through the Support Site.

To access Phone Support, you must provide a Password. Again, this will be provided to you before you go live and can be amended at any time via the support site.



## Prioritising your Support Requests

Our Support Desk operates according to a Service Level Agreement (SLA). This means the **priority** of the ticket determines how quickly we aim to respond and provide a resolution.

**Categories:** A **Service Request** is a query or request for Support. An **incident** is an unplanned interruption to your service, such as error messages or problems with the software.

**Priorities:** Priority is determined by the **impact** on the customer. The grid below guides you through the prioritisation levels

Prioritisation Grid							Ticket Priority		
What effect does the incident/problem/change have on the service?	Impact	Critical	4	3	2	2	1	1	System Down
		High	4	4	3	2	2	2	Critical
		Medium	5	4	4	3	2	3	High
		Low	5	5	4	4	3	4	Medium
		Very low	6	5	5	4	4	5	Low
			Very low	Low	Medium	High	Critical	6	Very low
							Urgency		
									How long before the incident/problem/change starts having an impact?

## Our Service Level Agreement

Once the priority and category are applied to the ticket, the SLA in the tables below determine our response and resolution time.

### Service Request SLA

Priority Level	Response Target*	Resolution Target*	Example
<b>3 – High</b>	1 Day	4 Days	Service requests concerning mission critical software products (e.g. MCAS, Finance) and if they are not met, have a high impact on a small % of users or a medium impact on a large % / all users.
<b>4 – Medium</b>	2 Days	8 Days	Service requests that concern non-statutory reports e.g. Assessment, behaviour, and if they are not met, have a medium impact on users
<b>5 – Low</b>	3 Days	12 Days	Queries and requests that have little effect on the functionality of the system, e.g. querying how something works
<b>6 – Very low</b>	4 Days	16 Days	Queries and requests that do not have any effect on the functionality of the system



## Incident SLA

Priority Level	Response Target*	Resolution Target*	Example
<b>1 – System down</b>	1 hour	4 hours	No access to the MIS
<b>2 – Critical</b>	2 hour	12 hours	Total loss of functionality in a mission critical product e.g. MCAS or Finance, that affects all users OR has a critical impact on a small % of users
<b>3 – High</b>	4 hours	24 hours	Loss of functionality in a mission critical software product e.g. MCAS, Finance that affects all or most users OR has a high impact on a small % of users
<b>4 – Medium</b>	8 hours	48 hours	Loss of functionality in a non-mission critical software product e.g. Assessment, behaviour that has a medium impact on users
<b>5 – Low</b>	16 hours	96 hours	Loss of functionality in a non-mission critical software product e.g. Assessment that has a low impact on users
<b>6 – Very low</b>	32 hours	192 hours	Queries and requests that do not have any effect on the functionality of the system

\*Based on working hours

## Information to provide to Support

In order for us to meet our SLA to you, we need the right information about the query or incident at the point the case is raised. This prevents us having to contact you for further information, in order to help.

When raising cases, you should include the following:

- The module you are working in
- The path to the area (example, Reporting > Reports>List Reports>KS2 tracker)
- The priority of the call
- A description of the issue including.
  - o What the issue is
  - o Where the issue exists
  - o When the issue happens
  - o Whether the issue is reproducible and if so how - providing full steps to recreate including full screen prints and relevant audit reports as attachments
  - o Whether anyone else is experiencing the issue
  - o Whether there has been any change to the system recently, prior to which the issue did not exist
  - o Screen dumps and/or sample reports of error messages



## Known issues

Once there is a known issue with the software, we publish these on the known issues page of the Support Site. We aim to provide a workaround for every known issue along with a timeline for fixing the issue.

