Support Process and Issue Management System workflow

To meet customer support expectations ERP Support Center follows a three-tier Support Desk model. The support process responsibilities, and workflow associated with each tier are described in this section.

### Tier 1 Support – ERP Frontline Analyst and Support Center Technician

The ERP Frontline Analyst and Support Center Technicians are responsible for providing a 24 hour a day, 7 days a week single point-of-contact for user support.

ERP Frontline Analyst and Support Center technicians are composed of the following staff:

- PeopleSoft Application Generalists
- Microsoft Application Experts
- A+ Certified Technicians
- CISCO Certified Technicians
- Certified Support Center Analyst
- Certified Support Center Manager

### Staff Responsibilities

ERP Frontline Analysts and Support Center Technicians responsibilities include, but are not limited to the following tasks:

- Answer telephone and monitor voice mail, e-mail, fax, and support requests self-service submissions in real-time during support business hours.

**NOTE:** Incidents submitted through the self service support request system are automatically logged in the Support Center issue management system and are monitored and reviewed in real time (during Support Center business hours of operation) by the ERP Frontline analysts and Support Center technical staff.

- Provide initial point of contact for support 24 hours a day, 7 days a week, emergency, production down (business interruption) through the incident response system

- Monitor paging notifications and Support Center voice mail 24 hours a day, 7 days a week through the use of the automated issue tracking system

- Log support request into the issue management system, enter summary descriptions, enter or verify user contact information, and select categorization, support request type, and assignment group.

- Assess user business or organization impact and select initial priority level to set initial target response and resolution times

- Respond to open support requests using target response and resolution times as guidelines

- Assist tier 2 or tier 3 staff by performing research, and track and update support request actions and results

- Provide first contact level resolution based on information, knowledge, training, application of trouble-shooting skills, and other supporting documentation or reference tools

- Request initial diagnostic information such as screen prints, error numbers, messages, infrastructure technical information application information, and configuration information
Support Process and Issue management System Workflow

Tier 2 Functional Support and Tier 3 Technical Support

Tier 2 and 3 support groups are responsible for requests that cannot be resolved by the ERP Frontline analysts and the Support Center technical staff.

- Tier 2 – functional analysts, subject matter experts (Business Analysts, BA) and administrative, business process, instructional, enterprise application experts, learning management system staff, developers, database administrators, technical analysts, workstation support
- Tier 3 – network support, systems support, security support and web technology

Tier 2: Business Analyst, Subject Matter Experts, Developers, Database Administrators, Workstation Support

Staff Responsibilities

- Monitor issue management system queue for assigned and open support requests
- Monitor e-mail for messages from issue management system
- Open issue requests in issue management system for upgrades, patches, scheduled maintenance or production down notices noting who the affected groups will be
- Respond to open support requests using target response and resolution times as guidelines
- Log all issues, communications, research details, resolutions, etc.
- Collaborate with users on issue resolution
- Request additional diagnostic information needed from the customer, such as screen and panel prints, traces, error numbers, and messages
- Diagnose the issue, and either resolve or escalate to the next level of support

Tier 3: O/S Administrators, Network Engineers, Security, Web Technology, Consultants/Vendors

NOTE: Before the ERP Frontline Analysts or Support Center technicians transfer an issue to tier 3, tier 2 staff must diagnose the problem, which might require specific expertise in a given area such as workstation configuration, database issues, or report maintenance.

Staff Responsibilities

- Diagnose the issue and either resolve it, escalate it through internal groups, work with vendors to find a solution, escalate to management, or document what a request cannot be complete
- Open issue requests in issue management system for upgrades, patches, scheduled maintenance or production down notices noting who the affected groups will be
- Back up tier 2 personnel when they are not available