



Support Request Management

The goal of support request management is to resolve issues and quickly reduce any impact on customer operations.

This document summarises the ticket management process and workflow between customer and support team.

Process

All cases, issues, or requests for change should first be reported to the main system administrator.

Requests can be raised via the support system inside the e-permits application or direct to the support team by email to support@banyards.co.uk.

Requests are recorded and monitored in the ticket system, which is linked to a user account and gives a complete history of a request.

The key stages are: Request, Classification, Investigation, Escalation, Resolution and Closure.

Request & Classification

All requests are recorded in the support ticket system. The support team require who is requesting help, the name of their company, a way to contact them and details of the problem experienced.

Requests are categorised into either a Support Ticket, Change Request or Application Bug and given a priority as follows:

| Priority | Response | Resolution |
|----------|------------------|-------------------------|
| Minimal | 8 Business hours | Within 10 business days |
| Degraded | 4 Business hours | Within 5 business days |
| Serious | 2 Business hours | Within 2 business days |
| Critical | 1 Business hour | Within 8 business hours |

More detailed information is contained in the Service Level Agreement.



Investigation & Escalation

An answer will be provided immediately if a solution is known or a question can be dealt with.

If the support team is unable to resolve the case immediately, it will be investigated and escalated to the appropriate 2nd line support or development team member.

Resolution & Closure

Where requests are resolved immediately and without escalation, the customer will be given resolution details via the ticket system and the request closed.

Where the request has not been resolved immediately, details will be maintained by the support team and the customer given updates regularly until resolution and closure.

Actual Response Times

All queries should be responded to on the day submitted, our current daytime response is within 4 hours.

The current actual response and resolution times for Support Requests is:

| Priority | % of Requests | Response Time | Resolution Time |
|----------|---------------|---------------|-----------------|
| Minimal | 89.1 % | 3 hrs 46 min | 21 hrs 16 min |
| Degraded | 8.6 % | 1 hr 11 min | 8 hrs 14 min |
| Serious | 1.9 % | 23 min | 1 hr 19 min |
| Critical | 0.4 % | 30 min | 24 min |

The current average resolution time for minimal priority requests (

NB: Statistics based on rolling 12-month average of ~1551 support requests up to March 2016.