



# Service Level Agreement

TECHNICAL SUPPORT PLAN

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## Service Level Agreement- Technical Support

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Aperture Education takes great pride in the support we provide to our DESSA users. Not only do we offer support for the Administrators, but also to all end users.

### Modes of Support

Customers can seek support for our web-based products in the following manners.

### Self-Help Support Portal

If a user has a question or is looking for more information, the first place they should turn to is our self-help resources, which are available 24/7/365. Such resources include:

- A thorough database of easily searchable **articles** on common support issues
- Downloadable **guides** and **manuals** containing information about implementing the DESSA System

### Asynchronous Support

Asynchronous (non-live) support is the preferred mode of support for non-emergent issues as it allows Support Staff to appropriately prioritize issues based on severity and customer priority. Asynchronous support is offered:

- By **sending an email** to the Zendesk system through an email addressed to support@apertureed.com

Support requests will be addressed by pointing users to existing support articles or videos whenever possible. When such articles do not exist, a new article and/or video will be created to address the issue and made available for other users who may experience the problem in the future.

### Live Support

Live support is available for all users, but we encourage the use of asynchronous support modes for non-emergent issues. Live support will be offered:

- If the end user is unable to find an answer to their question/issue in the Support Portal then they are asked to reach out to their Success Team Member to see if they can assist or to submit a ticket to the support team.
- Support tickets may generate a request from Technical Support to set up a phone call, likely aided by a screen share session to aid in the troubleshooting process.

## Support Hours

We are available between the hours of **8:00 am and 4:00 pm Central** for all modes of support.

Educators' expectations for quick response times to **live support requests** will be greatest (and their anxiety the highest) during the key school day hours of **8:00 am to 3:00 pm Central** the chance that they experience support issues in the middle of a test administration. As such, wait times for live support should be minimized during these times.

Call and support request frequency will be monitored to determine whether these support hours remain sufficient.

## Prioritization

Each support request will be prioritized according to severity and impact and classified as either

1 – Urgent, 2 – High, 3 – Normal, or 4 – Low.

## Impact vs. Severity Matrix

	Impact			
		High	Medium	Low
Severity	High	1	2	3
	Medium	2	3	3
	Low	3	3	4

Our Support team is responsible for gathering information from the user in order to identify the severity and impact of the incident being reported.

## Severity Level Definitions

High	Medium	Low
<b>Core functionality</b> (ability to create an assignment, conduct ratings, create rating periods, view reports, accessing strategies) is not working, there is no "work around" and there is a <b>high time sensitivity</b> (e.g., a school district is in the middle of an assessment window and the users cannot perform ratings).	<b>Core functionality</b> (ability to create an assignment, view reports) is not working and there is a "work around" <u>or</u> a <b>low time sensitivity</b> <u>or</u> <b>Important Functionality</b> (accessing reports,) is not working and there is no "work around" and a <b>high time sensitivity</b> .	Non-essential functionality is not working (e.g., ability to view student profiles or Important (Non-Core) Functionality is not working but there is a "work around" or a <b>low time sensitivity</b> .

## Impact Definitions

High	Medium	Low
The incident affects all or the majority of users.	The incident affects a moderate number of users	The incident affects a single or very small number of users

## Response Times

Tickets received between 8:00 am Monday morning and 4:00 pm Central Friday evening should adhere to the following schedule. For tickets received after 4:00 on Friday, the clock does not start until 8:00 am Monday.

Priority Level	MTTI	MTTC
	(Mean Time to Initiate Response)	Mean Time to Close Ticket
Urgent - 1	30 Minutes	4 Hours
High - 2	2 Hours	8 Hours
Normal - 3	4 Hours	2 Business Days
Low - 4	1 Business Day	3 Business Days

## Contact Information:

For additional details or concerns regarding the Service Level Agreement, please contact Kolter Atkinson, Director of Technical Services at [katkinson@apertureed.com](mailto:katkinson@apertureed.com) or 801.787.5925.