



# Technical Support Scope of Services

*For BMC Service Desk Express Users*

**RightStar Systems Technical Support** offers support for BMC Service Desk Express users. RightStar is an authorized BMC Level 1 support partner, which means that RightStar is the first customer contact for resolution. Should RightStar be unable to resolve an issue, e.g., an SDE defect, it routes the issue to BMC Level 3 support for resolution.

RightStar Systems offers two levels of technical support: *Fast-Track* and *24x7 Continuous*. Each level includes the following:

- Quick access to Customer Service to report issues: phone, email or Web site (self-service).
- Quick, responsive and honest response.
- Availability of knowledge base, tech docs, best-practice documentation.
- Coordination of efforts with vendor, operations and sales to address issues that have been opened or reported by customer.
- High sense of urgency.
- Log incident with BMC as appropriate and document reported issues. We make every attempt to resolve the issue on a first-call basis. When that's not possible, we work with the customer and BMC through to resolution.
- Suggestions for how-to questions, ITIL process, best practices, where to get the information.
- Directions for how-to questions.
- Troubleshooting of existing business automation process, advice for new implementation of business automation, and suggestions for changes to existing business rules.

**Fast-Track Support** guarantees a one-hour response from the Technical Support Center during business hours for Severity 1 issues (see Table 2).

**24x7 Continuous Support** guarantees a one-hour response from the Technical Support Center 24 hours a day, seven days a week for Severity 1 issues, and includes additional services.

**Table 1. RightStar Technical Support**

Customer Support Offering	Technical Support Center	Initial Response Times. Response Prioritized by Severity Level
<b>Fast-Track Support</b>	866-731-1921 (phone) <a href="mailto:support@rightstar.com">support@rightstar.com</a> (email) <a href="http://support.rightstar.com/helpdesk">http://support.rightstar.com/helpdesk</a> (self service) M–F, 8:30 AM–8:30 PM *	Severity 1: 1 Business Hour Severity 2: 4 Business Hours Severity 3: 8 Business Hours Severity 4: 12 Business Hours
<b>24x7 Continuous</b>	866-731-1921 (phone) <a href="mailto:support@rightstar.com">support@rightstar.com</a> (email) <a href="http://support.rightstar.com/helpdesk">http://support.rightstar.com/helpdesk</a> (self service) 24 hours a day, 7 days a week	Severity 1: 1 Business Hour Severity 2: 4 Business Hours Severity 3: 8 Business Hours Severity 4: 12 Business Hours After-hours technical assistance

*\*Excludes RightStar holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas, floating holiday (determined annually)*

## Severity Definitions

Fast-Track support requests are prioritized by severity level (see Table 1, Severity Levels). RightStar will endeavor to resolve all issues as quickly as possible.

**Table 2. Severity Levels**

Severity Level	Severity Criteria
1	<b>Critical Service Impact</b> Issue critically affects the primary application service. Customer staff should be available and willing to work on a priority basis with RightStar Support to resolve the issue. Characteristics of a Severity 1 issue include: <ul style="list-style-type: none"><li>• Application is down and no staff member can log in from anywhere.</li><li>• None of the business rules are operational—notifications.</li><li>• None of the reports are running.</li></ul>
2	<b>Significant Service or Implementation Impact</b> <ul style="list-style-type: none"><li>• The application, business process or system is seriously affected or implementation stopped.</li><li>• No acceptable workaround is available.</li></ul>
3	<b>Moderate Service Impact</b> <ul style="list-style-type: none"><li>• The application or system is moderately impacted, no data has been lost, and the application or system is still functioning.</li><li>• The issue may be temporarily circumvented using an available workaround.</li></ul>
4	<b>No Service Impact</b> <ul style="list-style-type: none"><li>• Non-critical issues, general questions, enhancement requests, or documentation issues.</li></ul>

## 24x7 Continuous Support

RightStar's 24x7 Continuous Support is offered by phone, email and self-service during normal business hours and by phone only after hours.

24x7 Continuous Support is available for those companies whose IT team needs RightStar technical assistance for after-hours tasks in addition to 24x7 responses to severity 1–4 issues. Most product and patch upgrades are scheduled at night so that employees are not disrupted during daytime working hours.

## Additional Services Available Upon Request

Additional support services are available by request for an added cost. The RightStar Support Team can provide assistance in the following listed areas. Contact your sales representative for pricing.

**Table 3. Additional Services (added cost)**

Area	Description
<b>Remote System Administration</b>	<p><i>As a subscriber to Remote Administration, you receive priority access to a senior SDE systems consultant for remote support, or assistance on a scheduled or priority basis.</i></p> <p>Remote Administration is designed to help:</p> <ul style="list-style-type: none"> <li>• Your SDE administrators with fine-tuning, enhancements, add-ons and patches.</li> <li>• Management with business review updates pertaining to best practices, improving ROI and customer satisfaction.</li> <li>• Your help desk analysts/administrators improve their day-to-day knowledge and use of the software.</li> </ul>
<b>Installation and Upgrades</b>	<p><i>Applications/database upgrades, patches, add-ons, custom asp, dll, scripts.</i> Support will give directions, provide guidance and assist customers upon request. Customer has the option to contact RightStar sales team and request a consultant to perform these tasks on site.</p>
<b>Integration</b>	<p><i>Integration with custom applications, add-ons, third-party databases and APIs.</i> Support will provide information and guidance to customers upon request. Customer has the option to contact RightStar sales team and request a consultant to perform these tasks on site.</p>
<b>Database Administration</b>	<p><i>Oracle and SQL backups, fine tuning, restoring, DBCC and maintenance.</i> Customer will be directed to Oracle or Microsoft tech support to accomplish these tasks. SDE, CME, KME, application-only host database to Oracle and SQL Servers.</p>
<b>Network Issues</b>	<p><b>Works with Customer upon determination of application performance that points to network, load balancer, redirector, switch, subnet settings, NIC teaming, NIC card settings, port blocking, IIS lock down, global antivirus security policy, windows update policy.</b> Support will work with Customer and all available staff and provide directions/suggestions to resolve the performance issue. Support will not be responsible for any negative effect that occurs after any update that Support has suggested. Support will not analyze network traces.</p>
<b>Custom Business Rules</b>	<p><i>Creation of custom rules, business process, ITIL process implementation by business automation.</i> Support will give directions, provide guidance and assist upon request. If Customer creates a custom rule and it does not work according to the conditions/actions of the rule, Support will troubleshoot the rule and provide a solution provided Customer allows time to troubleshoot the issue. Customer also has the option of contacting RightStar sales to request a consultant assist with creation of new rules either on site or through a Web session.</p> <p><b>Note: Any custom business rule that consists of a stored procedure, nested SQL statements, calculated fields, or complex configurations requires development/consulting support.</b></p>

<b>Custom Reports</b>	<p><b>Creation of custom reports, updating existing reports with new parameters, formulas, sub-reports, mapping of another database files, tables.</b> Support will give directions, provide guidance and will assist upon customer’s request. If Customer creates a custom report and it does not work, Support will troubleshoot the report provided Customer uploads the database and report and allows time to troubleshoot the issue. Customer has the option to contact RightStar sales team and request a consultant to create a custom report on site or through a Web session.</p> <p><b>Note: Any custom report that consists of a stored procedure, nested SQL statements, calculated fields, or complex configurations requires development/consulting support.</b></p>
<b>Troubleshooting Local Workstation Issues</b>	<p><b>Works with Customer team upon determination of an issue that clearly points to an issue with a specific workstation, workstation security settings, workstation profile, workstation IE profile and local security policy.</b> Customer will be requested to work with their local desktop team to resolve the issue. Support will direct the customer what to look for and provide guidance.</p>
<b>Live Web Sessions</b>	<p><i>Live Web sessions are available upon Customer’s request.</i> A live session can be initiated at any time provided customer agrees to make available a technical resource at the time session is enabled: database administrator, network engineer, Windows/UNIX administrator, server administrator, or firewall administrator. RightStar Support will NOT be held liable for any negative impact, or network intrusion, database compromise, virus break, or network bandwidth degradation while Support is on a live session. Live sessions are dedicated to Severity 1 issues or high impact business issues.</p>
<b>Existing Reported Issues with BMC</b>	<p><b>Support will follow up on issues that are submitted to BMC/Vendor as a Request for Change, BUGS, and complex issues only if requested by Customer.</b> If there are multiple issues reported and open at BMC, Customer will prioritize the most critical issues and initiate a conference between support, BMC management, and development. RightStar Support can provide only guidance about how to proceed to acquire a resolution for open cases submitted to BMC. Support cannot provide resolution for these issues. It is responsibility of BMC support and Customer to agree upon a timeline for resolution.</p>
<b>Building a Test System</b>	<p><i>Building a test application/database environment.</i> Support will provide a best practice document that will include detailed information about how to clean SDE database tables. Client will be requested to follow Microsoft and Oracle technical documentation instructions to back up and restore databases. A live session will be available for customers at an additional cost. Strategic business customers will be given this service as a free service for their loyalty and reference.</p>
<b>SDE Administrator Training</b>	<p><i>Training for Administrators and Staff.</i> Support can provide a 2–4 hour training session for SDE administrators and staff upon Customer’s request. This training is geared towards administering of SDE application, fine tuning, and application maintenance.</p>