Lifecycle of a SG&I Support Issue

This document provides an overview of the steps taken to address issues reported by customers to SG&I customer support. It provides information about product fixes and support policies as well as information on how product enhancements and defects are reviewed and scheduled.

The primary steps in the life of a customer support issue are:

Notify SG&I Support team of the issue
Support analysts work to provide a resolution to the issue logged in the SR.
The SR is considered open and in work until set to one of the following 3 states - Closed, CR-Defect, CR-Enhancement

1. Notify SG&I support of product issue or question

A problem or need is identified and reported to the support team for action. When reporting an issue, please include:

- a brief description of the problem and its impact to your site
- any steps you can provide to help the support analyst reproduce the problem
- your current assessment of the cause of the problem and any particular resolution you may be seeking (e.g. needed in next fixes release)

You may be asked to provide diagnostic log files in specific situations. Since many times, problems can be tracked by reviewing these log files, it is extremely useful to report the particular event, case, incident, tag number, person's name, etc. being manipulated at the time that the problem was seen; exactly what was being done at the time the problem was seen; and the time and date that the problem was seen.

All issues worked by the SG&I Customer Support team will be tracked as Service Requests (SR) in our tracking system, regardless of which of the following options is chosen to log them.

Option 1: Customer logs a Service Request (SR) through eService URL

Customer opens SR directly from eService web page using the eService login already provided or by requesting one through the SG&I Customer Support web page. A Solutions database (i.e., knowledge base) is available on the SG&I support web pages page that will grow rich over time as tips, hints, and problem solutions are added. Customers can search for possible solutions without having to even open a SR.

This SR logging mechanism is best for normal priority problems or questions. High priority problems should be called directly into the SG&I Customer Support Center to insure they receive top priority attention.

Option 2: Customer logs Service Request (SR) by calling SG&I Customer Support

Customer calls SG&I Customer Support phone line and reports the problem. SG&I Customer Support opens a SR for the customer, documenting the problem as reported. SRs opened by SG&I on behalf of a customer are also viewable through the eService web page.

After-hours calls for critical issues will have a SR opened for them by the analysts who took the call, although the SR may be opened on the following work day.

2. SG&I Customer Support analysts work to provide a resolution to the issue logged in the SR.

SG&I Customer Support analysts are assigned new Service Requests by selecting them in the order in which they were logged, always selecting any top priority call first. The customer is notified by email when a SR is assigned to an analyst and can track the work activities through the eService web page.

What product versions does SG&I Customer Support Center support?

Customer Support analysts attempt to reproduce on an environment as closely matching the
customer's as possible, including product version. Development support of code fixes is for n and n-1 only (e.g., 7.9, 7.8 or 9.4, 9.33). Customer support will also investigate the n-2 versions as required to help provide work arounds. Support of n-3 or older product versions can be done but typically requires staging a system prior to working the issue and thus may take longer to resolve. This type of extraordinary support will be provided when the issue is severe.

3. The SR is considered open and in work until set to one of the following 3 states - Closed, CR-Defect, CR-Enhancement

Closed

Customer is notified of the proposed SR resolution and recommendation to close. If the customer agrees the SR is closed, information provided to work the issue may be added to the Knowledge Base database for future FAQ searches.

CR-Defect

If the issue is reproducible in a supported release, a CR Defect (CR-Defect) is opened and assigned an internal priority based on the following criteria:

P1

Problem causes loss of data or data corruption
Crash or abnormal exit of the product
Problem prohibits productive execution of the product and no workaround is available
Security breaches that result in ability to view secure data customer critical issues (usually logged by Support, Development or Implementation)

P2

Problem significantly impacts productive execution of the product, workaround is available but unacceptable
Reports are incorrect or incomplete

P3

Product produces invalid or incomplete results
Problem restricts productive execution of the product, workaround is available

P4

Problem is in a function that is not a major requirement for product execution
Problem has a simple and acceptable workaround

CCB Reviews all CR-Defects

Product Change Control Boards (CCB) review all CR-Defects opened since the last CCB meeting. If the problem is a P1 or P2, it is considered for the next maintenance release for either the n or n-1 product release. If scheduled, the CCB Version field is used to denote the specific release scheduled for the fix. If the CR-Defect can be worked around and it’s fix would introduce an overall de-stabilizing impact, it may be deferred to the next major release.

If the problem is a P3 or P4, it is considered for the next fixes releases but not likely to be included unless it is known that the customer will be moving to that release soon. Otherwise, it is a candidate for the next major release.

Information about what the customer’s expectations for time frame for the fix should be included in each CR-Defect to facilitate informed scheduling decisions.

CR-Enhancement

If the issue requires an enhancement to existing product capabilities or requests new functionality be added, a Change Request Enhancement (CR-Enhancement) is opened.
**Product Planning reviews CR-Enhancements**

Product Planning coordinates internal reviews of CR-Enhancements and uses this and other input to build a product plan for releases. Decisions regarding the inclusion of CR-Enhancements in future releases are based on many factors, and far more CR-Enhancements are always requested of a software company than can reasonably be implemented, so the logging of a CR-Enhancement should not be viewed as a promise to implement that change. CR-Enhancements are not typically introduced immediately, as the planning process is forward looking to future releases.