# CAPITA

Contact and Escalation Guide

For SIMS ID Services Provided by ESS

Version 2.0

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## Document Control

| Version | Revision date | Revised By | Summary of Changes | Changes marked |
|---------|---------------|------------|--------------------|----------------|
| 1.0 - Draft | 01/03/2017 | Mike Smith | Initial Draft External Release – Replacement for original OPENHIVE Document | |
| 1.0 | 03/03/2017 | Mike Smith | Final Release – updated with minor feedback changes | |
| 1.1 | 03/03/2019 | Darren Pepper | Final Release – updated escalation point changes | |
| 2.0 | 01/10/2020 | Darren Pepper | Amended to reflect new ESS systems | |

## Background and Scope

The information contained within sets out methods by which ESS and the customer should engage the processes that should be followed and the contact points within each organisation.

## ESS contact information

Whilst most contracts allow schools to contact the ESS Service Desk directly a small number of our customers operate their own 1st line desk. If you are one of these customers then please always contact your designated Service Desk first. If you do contact the ESS desk it will add a delay to resolving your call as we will have to refer it back before we can process the call. The remainder of this document is therefore for reference

### Service Desk Team

The Service Desk is the primary point of contact for all incident logging, requests or queries relating to the services being provided to you. In order to best route your call you will be presented with a Front End Message:

*"Thanks for calling Capita Software Support, please hold and we will connect your call."*

| Incident Type | • SIMS ID<br>• Office 365<br>• DNS<br>• Web Hosting | • emPSN Web Filtering |
|---------------|--------------------------------------------------------|------------------------|
| Telephone | 0333 0150212 | +44 (0)333 344 6501 |
| Email | capitasoftwaresupport@capita.co.uk | support@eSafety4schools.com |
| Self Service | https://support.capitasoftware.com | N/A |

### Direct Sales Team

The Direct Sales team is the primary point of contact for all new service requests or additional services being added to your current portfolio.

| Telephone Number | E-Mail |
|------------------|--------|
| 0845 121 7788 | educationsalesadmin@capita.co.uk |

## Hours of cover

### Support Hours

The services provided by ESS are designed to be available and operational 24 hours a day, 7 days a week, and 365/6 days a year.

The Service Desk is available during the hours of 8:00am to 18:00pm, Monday to Friday, excluding Public Holidays.

## Customer Case Logging

Any faults with services must be logged with the Service Desk during Working Hours using the contact details provided in this document. Faults may be logged via telephone, email or the customer portal. However, we strongly suggest that high priority faults are raised via the telephone to ensure prompt attention.

### Cases logged by telephone

On logging a fault, a Service Desk Agent will: -

- Take the site administrators or nominated persons details
- Take the details of the fault
- Issue a case reference number
- Confirm appropriate triage (troubleshooting / diagnosis / impact / quantity of users affected) has been completed as per the service description.
- Assign a case priority based on the fault and impact classifications described in the Case Priorities table in the document
- Request troubleshooting and diagnostics in order to gather enough information to progress the case.
- Confirm if the user has reviewed the support site for pre-existing help guides, FAQ's etc and confirmed that, where applicable, these have been followed.

If the fault cannot be resolved during the initial telephone conversation, the fault will be placed in the incident management teams support queue and will be dealt with according to case priority. Customers can check progress via the Customer Service Portal, additionally updates and resolutions are provided via our automated email updates.

All timings for case handling procedure and SLA measurement start from the time the call reference number is issued during the initial call, unless the incident was picked up from our Monitoring Systems.

### Cases logged by email

All faults logged by email should include: -

- The name, role and telephone number of the person logging the fault.
- The school for which the call is being raised
- Any Customer fault reference number
- Full and accurate details of the fault being reported.
- Full details of all troubleshooting / diagnosis that has taken place by yourselves as per the service description

- A statement of impact of the issue (e.g. single user, all users etc)

If the issue is clear within the email the Service Desk Agent will: -

- Log the case within the call logging system.
- Reply to the email detailing the case reference number and priority assigned.

The case will then be placed in the incident management teams support queue, and will be dealt with according to priority.  The customer will receive case updates and resolution, according to the case handling procedures described below.

If the issue is not clear within the email the Service Desk Agent will attempt to contact the customer by telephone and /or email to clarify. However, a case will be raised and placed "On Hold" until the further information has been provided.

If the email is received outside Working Hours, ESS will treat the email is if it had been received at the start of the next Working Hours period.

Calls raised by email will be logged within 24 hours (1 working day).

## Case handling

All cases of any type (e.g. Faults, Service Change Requests, and Information Requests) are allocated a default case priority by the Service Desk at the time of logging.

In circumstances where the effective impact to end users indicates the situation is more serious and the default priority is inadequate, the default priority may be raised following escalation by and in liaison with the agreed Customer contact and Service Desk Team Leader within 30 minutes of the case being raised.

The priority sets the target resolution times for the case as described in the Case Priorities table in this document

Updates to cases will typically be via automated email however, you may obtain further information via Customer Service Portal at any time.

## Out of hours work

In the event that a Priority 1 (or total service loss) fault is still open at the end of a Working Day, ESS will continue to work on the fault outside of working hours.

If end user testing is required to validate the resolution or to assist with investigations and the customer representative is not available, the clock will be stopped and the fault will not be worked on outside normal Working Hours.

If a representative is available, then the contact details and methods of communication to be used out of hours will be exchanged between ESS and the representative at the end of the normal Working Hours period.

The agreed Customer contact uses the Customer portal and email services as their primary communications channel, in the event of an Internet or email outage the agreed Customer contact may not be able to use the Customer Service Portal or email facilities, thus for incidents when those services are affected, it is recommended to use the telephone.

When a case reaches the "RESOLVED STATE" and we have tried contacting the customer to get the case closed, we will make 3 additional attempts over a period of 1 week and if there is NO response then the case will be closed. If the issue still persists a new case will be opened & the SLA will begin again – a case will NOT be re-opened in these circumstances.

## Case Priorities Table

| Priority | Priority Description | Target Time |
|---|---|---|
| 1 | Non availability of all Service Components[1] | 4 hours |
| 2 | Any issue that is a significant impact to ALL users such as the unavailability of individual service components (e.g. e-mail or VLE)[2] | 1 working day |
| 3 | Any issue that causes impact to many users or significant impact to a small proportion of users[3] | 3 working days** |
| 4 | Any issues that cause minor disruption for a single user or a small number of users, or a BAU administration task or request for information (e.g. how to) | 4 working days** |
| 5 | A Feature Request/Change Request | 5 working days** |

** The SLA in this case may not cover final resolution. Where a fault is deemed to be requiring application or infrastructure development, the SLA refers to the time taken for the appropriate team to provide an update to the call detailing any circumvention and confirming that the issue will be resolved either a) service working to requirement, b) resolution will be progressed urgently, c) the issue will be fixed in next release of the product concerned or d) the issue will fixed at a future release.

Feature Requests will be reviewed by the teams and the call will be updated confirming if the request is on the backlog for future development or whether the requirement will not be pursued. The call will then be closed.

Items raised as Change Requests will be confirmed as a valid CR within the SLA timescales above and the call will be updated setting the expectation of when the change will be implemented. It is anticipated that most Change Requests will be completed within 15 working days.

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[1] For the avoidance of doubt, P1 is concurrent unavailability of all service platforms (as defined in the various service descriptions). If any given (single) service, such as the email service is working and available for any users, whilst others are unavailable, then a P2 incident shall be raised.
[2] P2 shall be used when one or more (but not all) service platforms are unavailable to ALL users of that platform.
For the avoidance of doubt, if some users can access/use a platform successfully, whilst others cannot, for example if multiple email servers were deployed and only 1 server was unavailable, then a P3 call shall be raised.
[3] P3 shall be used for single service platform unavailability for some users (not all) and for individual user issues – this may include loss of an individual service for a single school.

## Case Conditions

The following case conditions will be used for live cases and are visible to customers via the Customer Service Portal

- Open
  - Case Open but not yet assigned to an engineer.
- Assigned
  - Case open and has been assigned to an engineer to progress.
- On-Hold
  - Customer Unavailable to assist / further information required to progress
- Resolved
  - Confirmation Not Required.  Case will shortly move directly to Closed.
- Resolved
  - Waiting Customer Confirmation.  Case will be closed when customer confirmation of closure has been received or three reasonable attempts at contact have been made with no customer response.
- Closed
  - Case is resolved and closed.

Reason for Outage (RFO) will be provided in the case closure detail, for situations that caused a complete loss of service.

# Customer escalation processes

## Monitoring progress of your call

It is important that customers understand the progress of any call they log with us. When calls are updated an email should be issued to the originator with the appropriate update. If the customer is not getting regular updates or has a question regarding an update they should contact the service desk.

## Incident Management Escalation

Please note: Before any incident is escalated a support case should be logged with the Service Desk and the appropriate amount of time should be given time to address the incident within the parameters of service level fix times defined in the Case Priorities table in this document

Should the incident need to be treated with a higher degree of urgency than the associated case Priority, ESS are happy to do this where justified, but the customer needs to be aware that it may be in favour of other customer cases.

Incident Management Escalation should be raised via the Service Desk team during Working Hours. The table below shows the incremental escalation path to be used.

Escalations may also be made if the customer feels that a case is not being progressed effectively or has breached the SLA's detailed above.

| ESS escalation point |
| --- |
| 1st - Service Desk Team Leader – Contact the service desk and ask for the team leader. |
| 2nd – Service Desk Manager – Scott.Godridge@capita.com |

3<sup>rd</sup> – Head of SIMS ID - Darren Pepper Darren.Pepper@capita.co.uk

## Service Escalation

If you feel that this Incident Management Escalation process is not effective, the general quality of the services provided to you is not meeting your expectation then please use the following contacts

For items such as sales, projects, or billing then please contact the Direct Sales team on - educationsalesadmin@capita.co.uk

Should you need to invoke management escalation then the contact details for the Head of Service should be used or you can also use the following form https://www.capita-sims.co.uk/contact-us

# Complaints

## Initial Logging

If you have a complaint about your service there are a number of approaches you can take to communicate this with the ESS team:

- Raise a call via the service desk (generating a 'complaint' ticket in CRM). This will provide you with a reference number which can be tracked like any other support call.
- Raise a complaint notice via following form https://www.capita-sims.co.uk/contact-us

- Write to SIMS ID, ESS Ltd, Eastwood House, Glebe Road, Chelmsford, Essex. CM1 1QW

You may of course discuss a complaint with a customer relationship manager or another member of the ESS team but you will be directed to formally log the complaint as above to ensure it is processed fairly. Should you need to invoke management escalation of a complaint then your Client Director should be used or you can also use the following https://www.capita-sims.co.uk/contact-us or by emailing ESSFeedback@capita.com

Once received we aim to respond to all complaints within three working days, this response in some cases will be a holding response subject to further investigation