

# VIX RESOURCES

## ISSUE MANAGEMENT PROCEDURE

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# 1 Introduction

This document outlines Vix Resources' commitment to deliver support services, at specific levels, service quality, and at an agreed-upon cost.

## 1.1 Purpose

The document aligns the priority of each ticket with business needs and sets expectations about the time taken to resolve them. It also defines the process for raising and processing incident tickets. The aim is to remove any ambiguity around who is responsible for the progress of a ticket and ensure all parties are aware of when time is being measured to meet service level targets.

## 1.2 Scope

The scope is limited to incidents raised with Vix Resources, and Problems resulting from related incidents for services listed in section 2.1 of this document.

Incidents for the production and UAT environments are included in the scope.



## 1.3 Terminology

The following table contains a list of common acronyms/terms and their meanings.

**Table 1: Terminology**

| Term                  | Definition  |
|-----------------------|---|
| Acknowledgement       | An email from Vix Resources confirming receipt of an issue.   |
| After Hours           | All Hours outside of Work Hours (see definition for Work hours below).  |
| Agent                 | Vix Resources representative working on Tickets.  |
| Client                | Business entity paying for the use of Vix Resources product(s).   |
| Customer              | End user of the System.   |
| Development           | An addition or change to the code of the underlying application.  |
| Incident              | An unplanned interruption to a Service or a reduction in the Quality of a Service in the System.                                    |
| Incident Resolution   | A return to service which can be a fully implemented solution or a workaround.  |
| Product               | An application provided by Vix Resources.   |
| Product Owner         | Vix Resources staff responsible for planning product changes and improvements.  |
| Problem               | The unknown root cause of one or more incidents.  |
| Problem Resolution    | A permanent solution applied to the production environment or added to a version of the software that is available to the customer. |
| Response              | The point at which a Vix Resources specialist adds the initial public comment to a ticket.  |
| Service Level Targets | Target times for Vix Resources to provide the required solution or advice to the Customer.  |
| Service Request       | A request from the customer to Vix Resources. This can be information, advice, access or an enhancement to the product.             |
| Patch                 | A software fix that is implemented without the need to wait for a version update.   |
| Ticket                | Generic term used for a record in a Service Management Tool.  |
| UAT Environment       | User Acceptance Testing. A test environment where customers can test products without effecting the production environment.         |



| Term            | Definition  |
|-----------------|---|
| Version Release | A scheduled release of one or more fixes and/or enhancements to the system.   |
| Workaround      | A temporary fix to an Incident.   |
| Work days/hours | The days/hours when Vix Resources support are available. Also the times when service levels will be measured.<br>Where times are shown in days or hours it can be assumed it means 24x7.<br>See Table 2: Standard hours of operation. |

## 1.4 References

The following materials are to be used in conjunction with or are referenced by this document.

- [1] Customer contracts



## 2 Service Specification

### 2.1 Description of Services

The Services listed below are covered by this contract:

**Table 2: Services**

| Service             | Description   |
|---------------------|---|
| SAM                 | An online tool to allow users to manage all aspects of the people on a site.          |
| Workflow            | An electronic approval chain for travel requests.                                     |
| Workforce Reporting | A reporting tool that delivers insight and allows management of assets and processes. |

### 2.2 Support Levels

**Table 3: Support Levels**

| Support level                 | Description   |
|-------------------------------|---|
| 1 <sup>st</sup> Level Support | Acknowledgement of receipt of incidents.              |
| 2 <sup>nd</sup> Level Support | Deploy and implement workarounds and temporary fixes. |
| 3 <sup>rd</sup> Level Support | Official code fix, update or major release.           |





## 3 Ticket Handling

### 3.1 Initiation

Incidents can be raised by Vix Resources Customers by logging a Ticket via the Self Service portal. There is a minimum set of information that must be provided to allow accurate triage of the incidents. These fields will be included on the self-service form to capture this information. The table below shows the minimum fields that the customer will be asked to complete along with an explanation of why this information is important to collect at the outset:

**Table 4: Ticket Information**

| Field                    | Description  |
|--------------------------|--|
| Impact to Business       | Assists with the prioritisation of the incident.                               |
| Application              | Allows appropriate ticket assignment.  |
| Application Version #    | Assists with incident reproduction and triage.                                 |
| Subject                  | A quick reference to the issue.  |
| Menu Path                | Assists with incident reproduction and triage.                                 |
| Description              | Allows the customer to explain the issue in detail.                            |
| Customer contact details | If further details are needed a current reliable customer contact is required. |

Urgent incidents should be followed up with a phone call to the Vix Resources Service Desk to ensure that Vix Resources are aware of the criticality as soon as possible.

*Urgent incident response times will only take affect if the incident is reported by phone. Otherwise the priority defaults to that of a high incident.*

### 3.2 Ticket Type

Each ticket will be classified as an Incident or Request by Vix Resources staff upon initial analysis using the descriptions in the terminology table of this document. This document covers the processing of those classified as Incidents. Incorrectly logged tickets will be moved to the appropriate classification. Problem tickets will be created if the appropriate criteria are met.

### 3.3 Prioritisation

The priority will be used to rate the order in which incidents and problems are worked upon by Vix Resources. Urgent, high and normal priority incidents each have a service level target so the customer has an expectation about the maximum amount of time Vix Resources aim to resolve the incident within. This can also be measured to ensure Vix Resources are meeting their obligations to the client and aligning with business needs.



Details of priorities and targets can be found in Appendix A.

A detailed process flow showing how tickets are handled dependant on priority can be found in Appendix C.

## 3.4 Acknowledgement

When a ticket is logged in the Vix Resources service management tool an email will be sent to the customer logging the ticket including the ticket ID to provide acknowledgment of receipt.

## 3.5 Response

Incident response will indicate that someone at Vix Resources is working on a ticket, logged via self-service, in line with agreed priorities. Response time will not be measured on tickets created by an agent.

Response time is measured between the first customer comment and the first public comment from a Vix Resources staff in the Vix Resources service management tool.

Only hours when the SLA clock is ticking will be included in this calculation.

Service hours are shown in Appendix B.

## 3.6 Resolution

### 3.6.1 Incident Resolution

Incident resolution will occur when:

- A suitable workaround has been provided.
- A patch to fix the incident has been added to the current client version.
- A version of the product where the incident does not occur is released.
- The version has been rolled back to a version that does not exhibit the incident.

*When an incident is resolved by the release of a working version, it is the client's responsibility to accept the new software version.*

When a suitable workaround has been provided or the patch has been made available the incident will be resolved. Where the incident is resolved with a workaround, a problem ticket will be raised and the incident will be linked to the problem. This will allow the customer to track progress of the permanent fix.

Incidents can also be rejected and moved to solved status due to a number of reasons, eg;

- Vix Resources are not able to replicate the incident.
- The incident is occurring in a retired/non-supported part of the product.
- The client has not responded within an appropriate time frame with sufficient information.

The incident ticket workflow can be found in Appendix C.



### 3.6.2 Problem Resolution

Problem management aims to find the root cause of incident(s) so that a permanent solution can be put in place and therefore future incident occurrences be eliminated.

Problem resolution is when:

- A solution which addresses the root cause of related incident(s) has been added to a version of the product that is available to the client.
- A patch to resolve the related incident(s) has been applied to the client's current version of the product.

The problem ticket workflow can be seen in Appendix C.

### 3.6.3 Resolution Time

Resolution time is calculated as the elapsed time from the moment a ticket is raised in the Vix Resources service management tool until the time that it is solved. The time the ticket is in pending status will not count towards resolution time. Being put in to solved status will trigger a resolution email to the customer who can then reopen the ticket if required. If no action has been taken within 4 days of resolution the ticket will be move in to closed status.

See Appendix A.2 for holding status definitions.

Only service hours will be included in this calculation. Service hours are available in Appendix B.

## 3.7 Ticket Updates

Vix Resources are committed to provide transparent and regular updates to customers. Updates are made available to customers on the Vix self-service portal. Specific updates may be requested by adding a comment in the self-service portal or by calling the Vix Resources Service Desk.

An update is classified as a public comment added to a ticket in the Vix Resources service management tool that will be visible to the customer.

If a customer calls for an update and the service desk verbally update the customer this will be noted in the ticket and classified as a ticket update.

Minimum ticket update schedules can found in section 4.3 of this document and are dependent on ticket type and priority.



## 4 Service Level Targets

Targets vary depending on the priority or type of the ticket. Details for all priorities are provided in this section. Appendix A demonstrates how the priority is reached for incidents and problems.

Tickets needing development work need to be added to the sprint lifecycle and be scheduled to be released into the production environment in a controlled manner. As described above, and shown in the diagram below, urgent tickets can be added to the production environment as patches when required, but this is not the preferred method of updating the product.

The Product Owner is responsible for adding tickets to the sprint backlog or postponing them for a later sprint in favour of more urgent tickets.

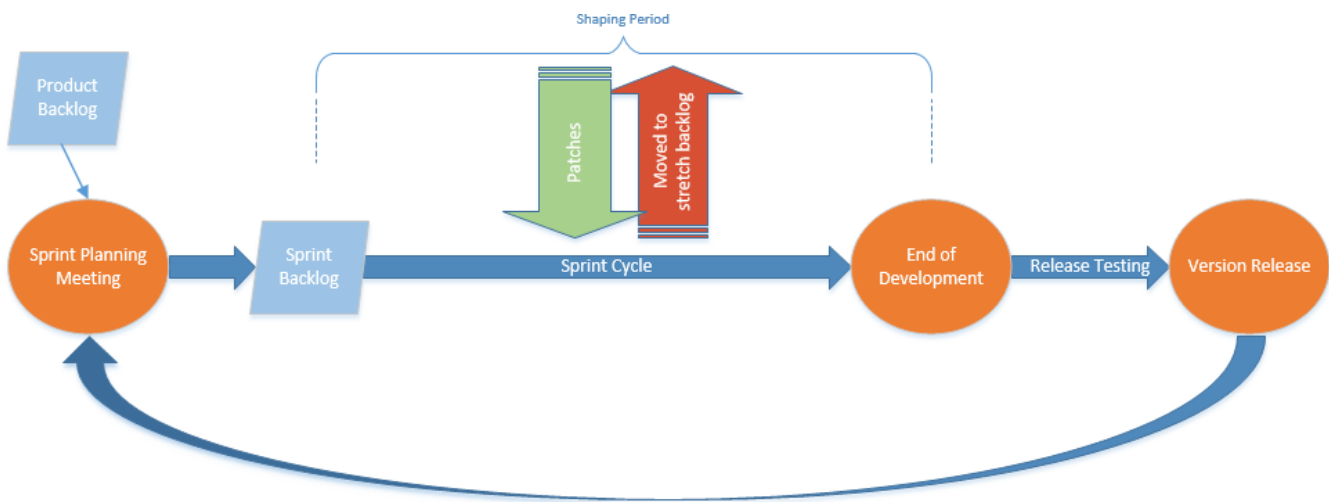


Figure 1: Sprint Lifecycle

### 4.1 Acknowledge and Response Targets

Table 5: Acknowledgement and Response Targets

| Priority | Acknowledgement Target | Response Target |
|----------|------------------------|-----------------|
| Urgent   | 1 Hour                 | 2 Hours         |
| High     | 1 Hour                 | 4 Hours         |
| Normal   | 1 Hour                 | 4 Work hours    |
| Low      | 1 Hour                 | 8 Work hours    |



## 4.2 Resolution Targets

Table 6: Resolution Targets

| Priority | Incident | Problem  |
|----------|----------|--|
| Urgent   | 4 Hours  | Vix Resources will agree a release plan with the Licensee within 24 hours. |
| High     | 24 Hours | Vix Resources will agree a release plan with the Licensee within 24 hours. |
| Normal   | 14 Days  | As appropriate   |
| Low      | 28 Days  | As appropriate   |

## 4.3 Update Targets

Table 7: Minimum Ticket Update Targets

| Type      | Priority | Minimum update target |
|-----------|----------|-----------------------|
| Incidents | Urgent   | 2 Hours               |
|           | High     | 8 Hours               |
|           | Normal   | 7 Days                |
|           | Low      | 14 Days               |
| Problems  | Urgent   | 7 Days                |
|           | High     | 14 Days               |
|           | Normal   | 40 Days               |
|           | Low      | 40 Days               |



## Appendix A Priorities

Priorities are reached by using the priority matrix which considers the urgency and impact of each ticket.

**Table 8: Incident Priority Matrix**

| Incident Priority Matrix               |   |   |   |   |
|--|---|---|---|---|
|  | Urgency   |   |   |   |
| Impact                                 | <ul style="list-style-type: none"> <li>Product unavailable</li> <li>Major revenue loss</li> </ul> | <ul style="list-style-type: none"> <li>Loss of major functionality</li> <li>Significant revenue loss</li> </ul> | <ul style="list-style-type: none"> <li>Loss of functionality following a version upgrade</li> </ul> | <ul style="list-style-type: none"> <li>Degraded performance</li> <li>In UAT</li> <li>Other</li> </ul> |
| >= Entire client                       | <b>Urgent</b>   | <b>High</b>   | <b>Normal</b>   | <b>Low</b>  |
| Multiple users across multiple clients | <b>High</b>   | <b>High</b>   | <b>Normal</b>   | <b>Low</b>  |
| Multiple users in single client        | <b>Normal</b>   | <b>Normal</b>   | <b>Normal</b>   | <b>Low</b>  |
| Single user                            | <b>Normal</b>   | <b>Low</b>  | <b>Low</b>  | <b>Low</b>  |



Table 9: Problem Priority Matrix

| Problem Priority Matrix                |  |  |   |  |  |
|--|--|--|---|--|--|
|  | Urgency  |  |   |  |  |
| Impact                                 | <ul style="list-style-type: none"> <li>Urgent and High priority related incidents without an acceptable workaround in place</li> <li>Problems raised pro-actively with potential to cause Urgent or High incidents if not addressed</li> </ul> | <ul style="list-style-type: none"> <li>Urgent and High priority related incidents with a long term workaround in place</li> <li>Normal priority related incidents without an acceptable workaround in place</li> </ul> | <ul style="list-style-type: none"> <li>Normal priority related incidents without a long term workaround in place</li> <li>Problems raised via incident matching</li> <li>Problems raised via pro-active techniques</li> </ul> | <ul style="list-style-type: none"> <li>Normal priority related incidents with a long term workaround in place</li> <li>Low priority related incidents</li> <li>UAT priority related incidents</li> </ul> |  |
| >= Entire client                       | <b>Urgent</b>  | <b>Normal</b>  | <b>Normal</b>   | <b>Low</b>   |  |
| Multiple users across multiple clients | <b>High</b>  | <b>Normal</b>  | <b>Normal</b>   | <b>Low</b>   |  |
| Multiple users in single client        | <b>Normal</b>  | <b>Normal</b>  | <b>Normal</b>   | <b>Low</b>   |  |
| Single user                            | <b>Normal</b>  | <b>Low</b>   | <b>Low</b>  | <b>Low</b>   |  |

The priority matrix is to be used as a guide not a rule

Priorities can be elevated if required by a particular business need. For example; in the event of an incident which could harm the reputation of the client, the client may wish to raise the priority and can negotiate this with Vix Resources.

Priorities can be lowered if agreed with the customer and updated in the ticket.

## A.1 The Service Level Clock

When the Service Level Target is quoted in “Hours/Days” the Clock will run 24x7x365

When the Service Level Target is quoted in “Work Hours/Days” the clock will run only during Service hours shown in Appendix B

When the ticket is put into a holding status the clock will not run.

Holding status definitions are shown in Appendix A.2



## A.2 Holding Status

Below is a table of when a ticket can be placed into an holding status:

**Table 10: Holding status**

| Status  | Reason examples   |
|---------|---|
| Pending | <ul style="list-style-type: none"><li>• Progress towards completion relies on the customer for an update before progress can be made.</li></ul>   |
| Solved  | <ul style="list-style-type: none"><li>• An incident or problem has been fixed, and tested as much as reasonably possible by Vix Resources.</li><li>• A patch has been added to the next version and is available to the customer.</li><li>• A patch has been deployed to the customer's environment.</li><li>• A low priority ticket has not been accepted into the sprint backlog after nine sprint planning meetings.</li><li>• The product version has been rolled back to a version that does not exhibit the incident.</li></ul> |
| Closed  | <ul style="list-style-type: none"><li>• Ticket has been in solved status more than 4 days.</li></ul>  |





## Appendix B Service Hours

Table 11: Service Hours

|   | Time Zone     | Start  | Finish |
|---|---------------|--------|--------|
| Monday to Friday                            | UTC + 8 hours | 08:30  | 17:30  |
| Saturday                                    | UTC + 8 hours | Closed | Closed |
| Sunday                                      | UTC + 8 hours | Closed | Closed |
| Gazetted Western Australian Public Holidays | UTC + 8 hours | Closed | Closed |



# Appendix C Workflows

## C.1 Incident

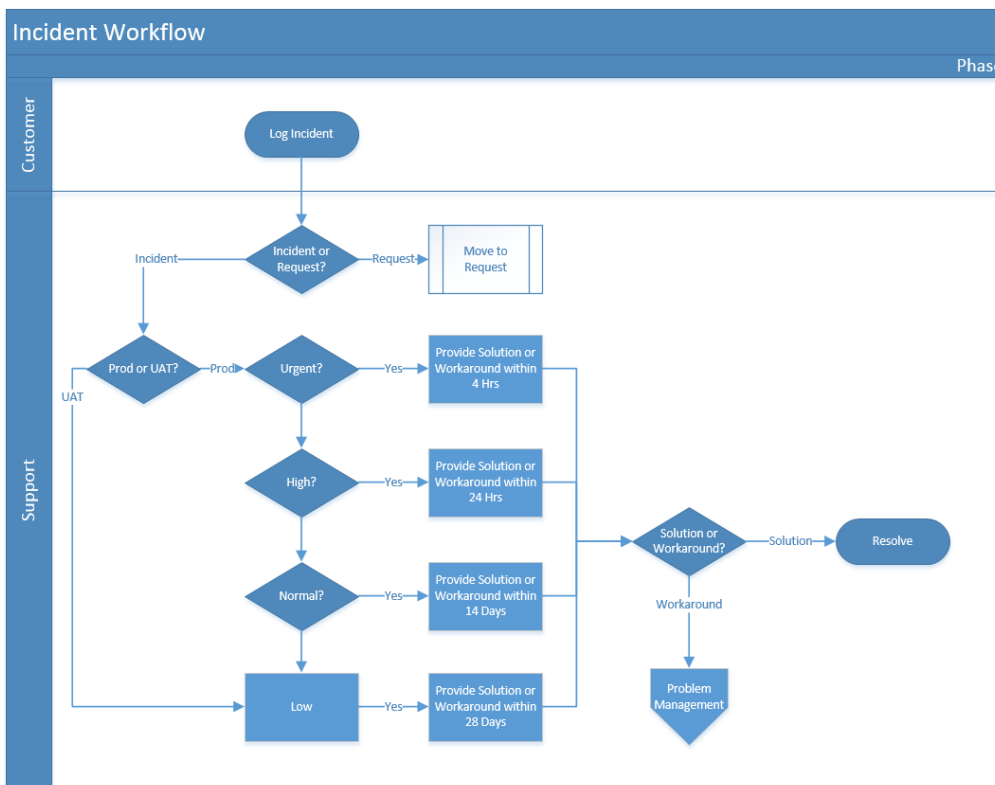


Figure 2: Incident Workflow

## C.2 Problem

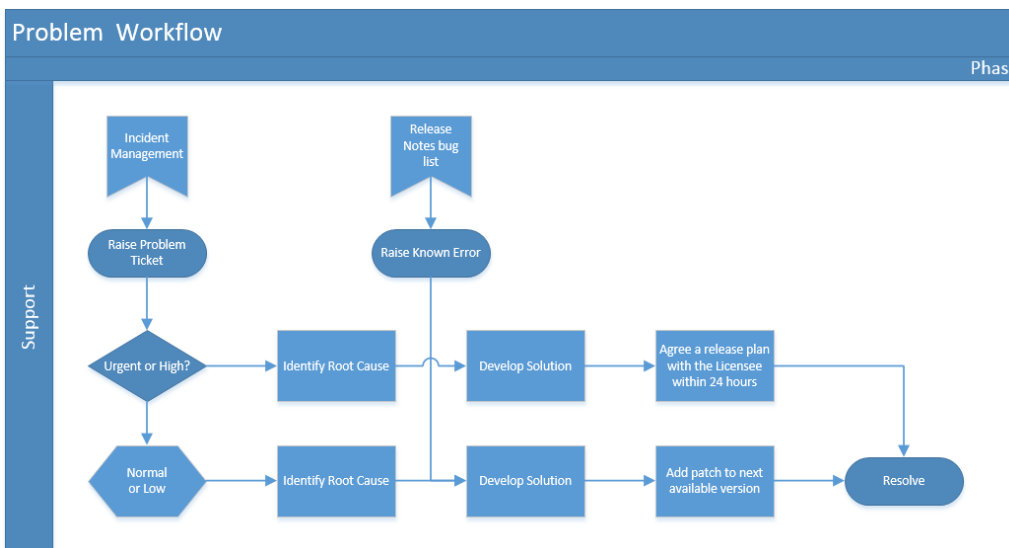
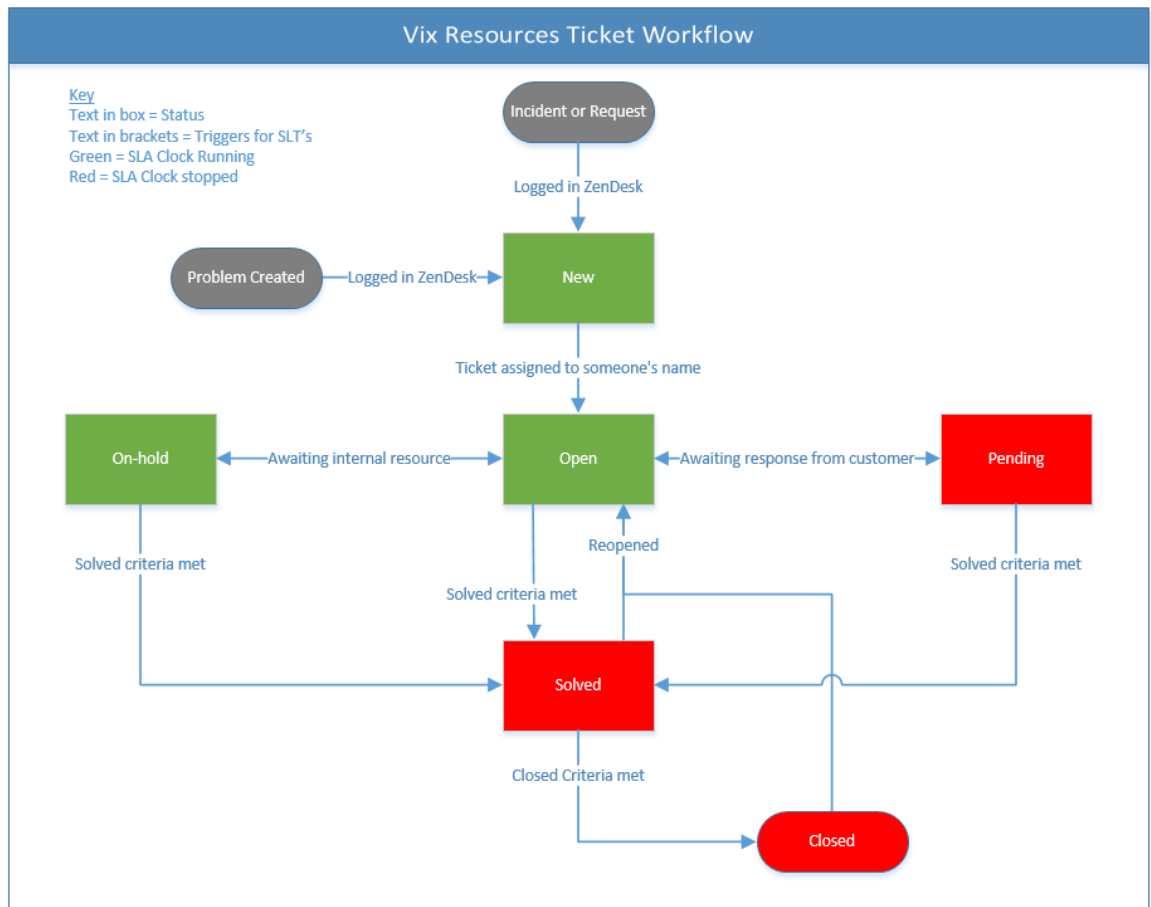


Figure 3: Problem Workflow



### C.3 Ticket Flow



**Figure 4: Ticket Workflow**