

Product Support Management

User Guide and Policies

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	Title: Product Support Management	Dep.: Product Support
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Table of Contents

Table of Contents	2
Document History.....	3
Acronyms.....	3
References.....	3
Disclaimer	3
1 Document scope.....	4
2 AIWave Support Process overview.....	4
2.1 Support Process.....	5
2.2 Adopted methodology.....	7
2.3 New support case.....	7
2.4 Ticket resolution.....	8
3 Service Level Agreement	8
4 File of a new “Support Case”	9
5 Out of Scope	9

Document History

Author	Date - Version	Description
A. Alfonsi	0.1	First draft
R. Romagnoli	1.0	Reviewer
V. Sciacca	1.1	Reviewer

Acronyms

Acronym	Description
NLP	Natural Language Processing
RCA	Root Cause Analysis
BOT	Short for Robot
ML	Machine Learning
PS&E	Product Support & Enablement
HDTS	Help Desk Ticketing System

References

Ref. Number	Description
Ref[1]	SLA_AIW_COGNITIVE_PLATFORM_1.0

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1 Document scope

This document aims to describe the processes and the constraints related to the product support of AIWave suite products.

To learn more about AIWave cognitive platform service level agreements (SLAs), see the document “AIWave Cognitive platform Service Level Agreement” (SLA_AIW_COGNITIVE_PLATFORM_1.0)

2 AIWave Support Process overview

Here below it is possible to have an overview of how Almaxwave’s involved Support Teams manage a customer issue from the initial engagement to the closure of the problem.

As depicted in Figure 1 Almaxwave’s Support is organized in three levels.

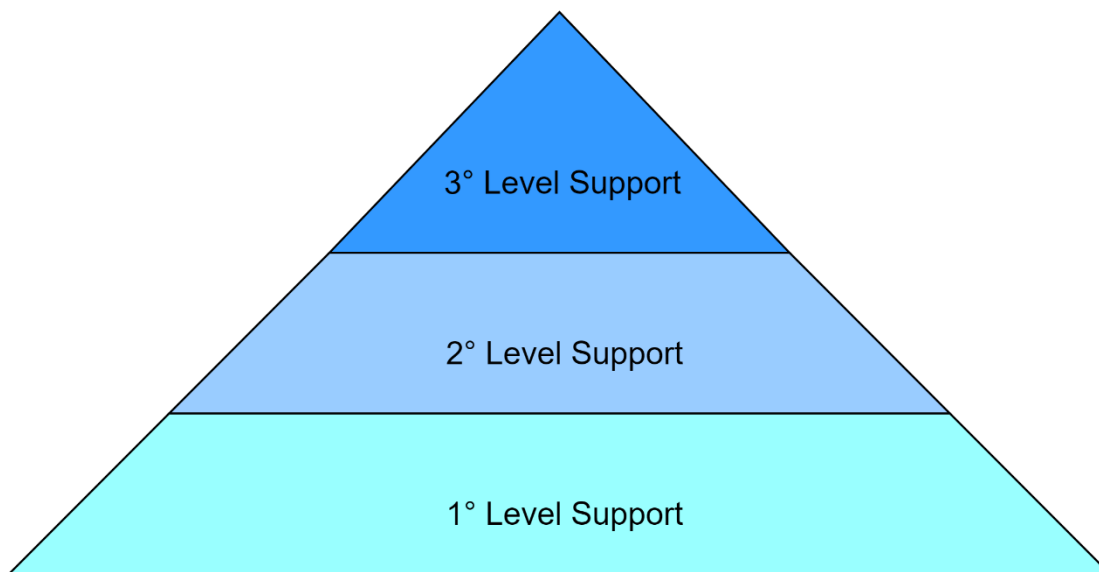



Figure 1: three tier support organization

Level 1 (L1): it is the entry point for any primary customer or technical issues. Personnel belonging to this level can be from the customer organization or from Almaxwave’s delivery team.

The L1 Support Team is a group of resources that typically provide application maintenance or project delivery activities. Its primary responsibility is to provide first-level management of the problems identified on AIWave products. The L1 support team is responsible for first analysis of the problem, define its impact and priority and identify configurations or updates to address a possible resolution. In case L1 cannot solve the issue, it engages Level 2 support within defined SLAs, providing a complete description of the problem enriched by the analysis results.

	Title: Product Support Management	Dep.: Product Support
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Level 2 (L2): it provides a more in-depth support level, thanks to the presence of more experienced and trained professionals. L2 is in charge of further analysis confirming or modifying L1 ticket qualification. L2 analyzes the symptoms and log messages, identifies which components, inside or outside AIWave's ecosystem, are impacted and finally tries to find a workaround, querying AIWave repository for well-known solutions or work arounds.

In case a suitable WA is not available, L2 reproduces customer environment to replicate the error and implements a new work around. If L2 doesn't succeed, it forwards the ticket to Level 3 support for product correction.

Even in case L2 is able to define a new WA, the implemented solution is forwarded to Level 3 according to a Quality Assurance process.

Level 3 (L3): it is the highest level of support. It corresponds to the product's Research & Development department offering the top level of knowledge about the products.

2.1 Support Process

In this paragraph a simplified description of a support ticket flow is provided.

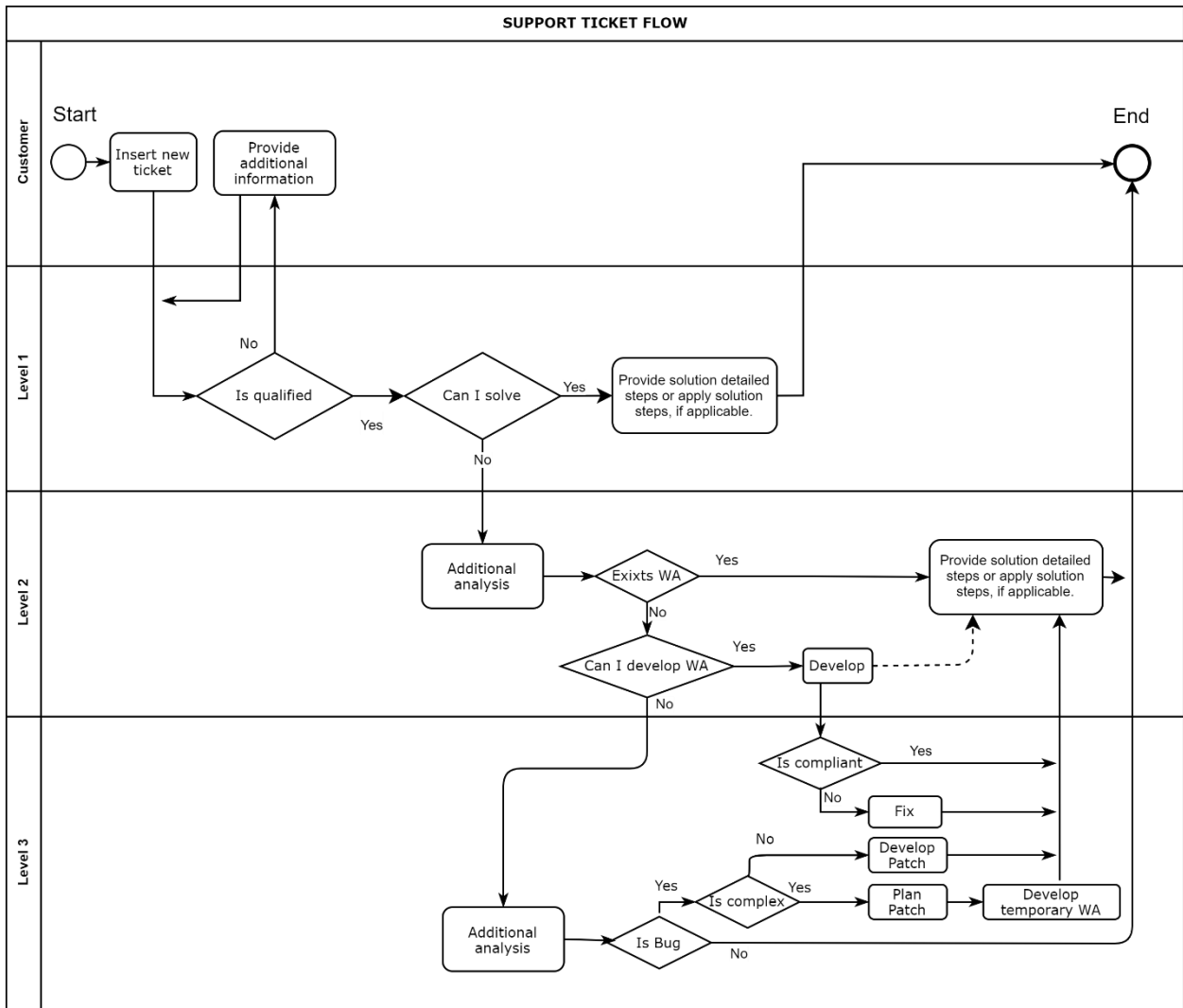


Figure 2: ticket flow


Almawave’s Help Desk Ticketing System is in charge of maintaining the correct ticket status among the different phases of the ticket lifecycle as well as providing a unique ticket identification number to the customer.



NOTE To simplify the diagram it is not always highlighted that:

- A ticket can be rejected at each support level;
- Additional information can be requested any time during ticket lifecycle.

It is worth highlighting that beside standard L3 QA processes, Almawave also implements a QA process on work arounds developed by L2 to guarantee that no potential bugs or regressions are introduced by the released software.

	Title: Product Support Management	Dep.: Product Support
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2.2 Adopted methodology

Almawave implements the Route Cause Analysis Process (RCA) methodology. RCA is a technique that helps organizations answer the question of why the problem occurred in the first place. It seeks to identify the origin of a problem using a specific set of steps to find the primary cause of the problem, so that you can find what happened, why and how to reduce the risk it will happen again. RCA has five identifiable steps.

- Define the Problem
- Collect Data
- Identify Possible Causal Factors
- Identify the Root Cause(s)
- Recommend and Implement Solutions

2.3 New support case

Once a potential issue on AIWave products is discovered, a support ticket can be opened through the dedicated web portal that can be reached at <https://AIWavesupport.almawave.com/>

Figure 3 reports a screenshot of the web form that must be used to insert a new issue.

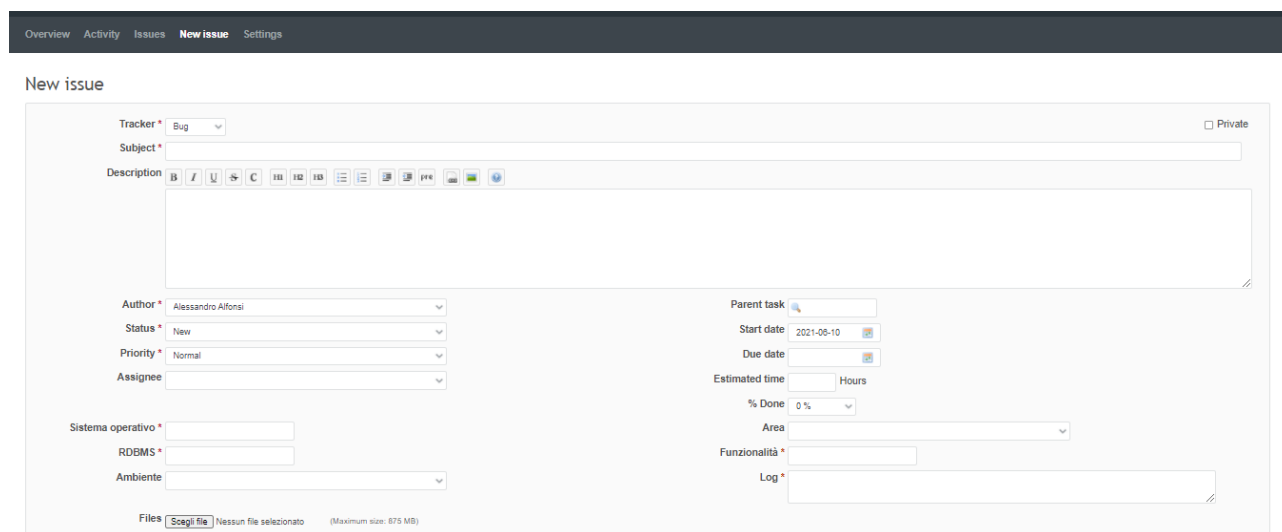


Figure 4

As far as the system file collection is concerned it is suggested to pack:

- Log files;
- Properties files;
- Xml configuration files;
- Content of configuration tables.



NOTE: table configuration data are not necessarily required during initial ticket opening, unless experience suggest to do that. Specific table data can be explicitly required by support teams during the problem analysis phase.

During the support case life, the support team can:

- Change ticket Status;
- Confirm or modify initial priority;
- Request for further customer data;
- Provide resolution.

2.4 Ticket resolution

Depending on the complexity of the problem and the problem type, new or already known, the solution can be permanent or temporary.

We define a solution as permanent when it is about:

- Configuration updates;
- Official patch installation.

It is temporary when it is about work around installation waiting for official product release patch. In case the official patch is based on the work around, then the provided resolution can be considered as permanent and no further activities are required to update the software.

3 Service Level Agreement

At present Almaxwave offers just one Service Support configuration, called **Base SLA**:

- 8x5 (8 hours, 5 days per week);
- from Monday to Friday;
- from 9.00 to 18.00;
- holidays excluded.




NOTE: Almaxwave is always available to consider and discuss different Support formulas, e.g. 24x7, based on Customer requirement. Support configurations other than Base SLA, must be discussed during project requirements definition by sales and pre-sales staff.

In projects involving AlmaxWave products the following situations are considered:

- a new issue is opened directly by customer organization support to L1;
- support is entirely provided by Almaxwave and L1 oversees opening the ticket in web portal.

To standardize the process whatever the previous situation is, we consider L1 and L2 to have the same rules about the issue managing time. These rules are reported in the next table. Before going into the table details lets define the meaning of the table columns:

- Ticket priority: the priority assigned by the Customer or by L1;
- Support Take over: the maximum elapsed time between the insertion of the ticket and the time the support team starts working the ticket;
- Support First Feedback: this is the maximum elapsed time before producing a first update reporting the results of support analysis.

	Title: Product Support Management	Dep.: Product Support
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IMPORTANT: even if in some cases Support First Feedback can coincide with the resolution time, in general it is not. This step has to be considered as a milestone in customer update process, thus it does not represent a commitment on the resolution time.

Ticket Priority	Support Take over	Support First Feedback
Blocking	Within 2 working hours	Within 4 working hours
Critical	Within 4 working hours	Within 8 working hours
Medium	Within 8 working hours	Within 16 working hours
Low	Within 12 working hours	Within 24 working hours

Beside Support first feedback, the support team will regularly update the ticket situation as soon as there are significant updates, till the closure of the issue. The closure of a ticket is when one of the following situations occurs:

- The ticket is rejected;
- A temporary resolution is provided;
- A permanent resolution is provided.

4 File a new “Support Case”

The opening of a "Support Case" (or "ticket" or "Support Request") relating to a software problem found on AIWave products can be done in one of the following ways:

1. Send an email to the "AIWave Customer Support" (AIWavesupport@almaviva.it). It is necessary to provide a first level of analysis of the problem, in addition to information relating to the customer, the name and version of the product and the basic configuration of the environment (OS, DB, AS, ...). It is also required to provide the significative logs traced by the application at the time the problem occurred;
2. If the Customer has an account on AIWave Support, a new ticket can be inserted by accessing the proper project and filling a new ticket related to the project;
3. In case the Customer is working in AIWave Platform, a direct link will redirect the user to AIWave Support relative project and a new ticket can be inserted as in point2.


The tickets will be worked as described in paragraph 3 Service Level Agreement.

5 Out of Scope

The Support Service does not include services requested as a result of, or related to, issues which are not dependent to Alwave.

Causes not related to Alwave include, but are not limited to:

- Improper installation by the Customer or use of the Software which deviates from operating procedures established by Alwave in the official documentation;
- modifications, customizations, alterations or additional attempts to modify the software by the Customer and/or non-certified/authorized suppliers

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- Unsupported/Certified Base Software