8 Third-Level Support SLA

8.1 Agreement Purpose
The purpose of this document is to detail the Service Level Agreement between the Online Scoring and Reporting System's (OSRS) Support Team and internal and external customers.

8.2 Agreement Scope
The scope of the agreement details third-level support of the Online Scoring and Reporting System (OSRS). This includes incidents originating from Technical Support, Inbound Sales and Support, Hosting Service Providers and Customers. The scope includes organizations and stakeholders, contact information, support teams, responsibilities, severity levels and escalation procedures.

8.3 Description of Stakeholders, Customers and Providers
- **Digital Products & Services** (San Antonio) – OSRS third-level support for platform and content-related issues
- **Digital Product Development** (DPD – Bloomington, San Antonio) – Clinical Assessment's software product development group within Pearson Assessment; responsible for content QA.
- **Software & Technology Services** (S&TS – Bloomington) –Software product development group within Pearson Assessment; responsible for development and platform QA.
- **Pearson Technical Support** (Bloomington, San Antonio) – Technical Support Team responsible for first-level and second-level technical support of all Pearson Clinical Assessment products
- **Pearson Inbound Sales and Support** (Bloomington, San Antonio) – Customer Service Team responsible for call center for Customer orders and product support of all Pearson Clinical Assessment products
- **Pearson Technology Services** (PTS - Iowa City) – Shared services group within Pearson Education responsible for the Data Center and Command Center and provide hosting services, monitoring, and other IT infrastructure
- **SAVVIS** – Web Hosting Service Provider

8.4 General Contact Information

- **Digital Product Development (Bloomington, MN)**
  Main contact: Bruce Karpenko
  Work 1-952-681-4740 or cell 1-651-324-7310
  Bruce.Karpenko@pearson.com

- **Software & Technology Services (Bloomington, MN)**
  Main contact: Paul Postler
  Work 1-319-541-5111 or Cell 1-319-339-6645
  Team 1-6
  OSRS.Helpdesk@pearson.com

- **Pearson Inbound Sales and Support (San Antonio, TX)**
  1-800-627-7271 (7:00am to 6:00pm CT, Monday – Friday)

- **Pearson Technology Support (San Antonio, TX and Bloomington, MN)**
  1-800-249-0659 (7:00am to 6:00pm CT, Monday – Friday)
  catechnicalsupport@pearson.com

- **Pearson Technology Services (Iowa City, IA)**
  1-319-358-4357
  ISCIowaCitySupportDesk@Pearson.com
  http://ts.pearsontc.com/index.cfm?a=cat&cid=506

- **SAVVIS**
  1-888-NETOPS-1 (24/7 Technical Support)
  request@savvis.net
  http://www.savvis.net/corp/index.html

8.5 Incident Support Levels and Timeline Matrix

The incidents reported to Digital Products & Services by Pearson Technical Support, Pearson Inbound Sales and Support, Pearson Technology Services, and Hosting Service Providers are disposed and resolved using the following table as a guideline.

Incident Support Timeline Matrix		
Severity	Dispose	Resolve
High (Urgent)	Within 15 minutes	Within 2 hours (or per agreed upon schedule)
Medium (Standard)	Within 4 hours	Within 2 business days (or per agreed upon schedule)
Low (Scheduled)	Within 1 business day	Within 1 week (or per agreed upon schedule)

8.6 Process Definitions

Term	Definition	Example
Dispose/Review	The portion of the process used to evaluate the severity level of the incident, determine the procedure for alerting, and contact the appropriate Support Team member.	Team discussion to determine the issue and resolution time frame.
Resolve	The portion of the process used to determine the action that will be taken regarding the incident, contact any additional staff needed for resolution, implement the action, and inform the originator and any additional team members of completion.	Completing a request and alerting the customer to the completion of the request.
High Severity (Urgent)	The failure or loss of existing data that will cause immediate and significant business impact to the business unit or that will cause a significant number of customers to become non-productive.	System outage – customer unable to login to the system. System errors without an acceptable workaround.
Medium Severity (Standard)	The failure or loss of existing functionality that will cause some business impact to the business unit or that will cause a customer to become less productive.	System errors which have an acceptable workaround within the typical workflow. Scoring or reporting issues that cause an impact to customers.
Low Severity (Scheduled)	The failure or loss of existing functionality that will cause an inconvenience to the business unit or customer and information or non-immediate service is to be provided.	System errors which have an acceptable workaround that are not part of the typical workflow. Reconciling inventory.

8.7 Support Team Responsibilities

During normal business hours, the Support Team is responsible for responding to support requests from Technical Support, Inbound Sales and Support and internal customers. All members of the Support Team are expected to assist during normal business hours as needed.

During non-business hours, any incidents needing third-level applications or systems support will be escalated using the Escalation Procedures. The Support Team will have primary and secondary on-call contacts as well as additional contacts in case further escalation is needed.

8.8 Support Teams and Escalation Procedures

Third-level support that originates though Inbound Sales and Support or the Technical Support Team, typically during normal business hours, would usually be supported by the Support Teams composed of staff from Digital Products & Services.

8.8.1 Third-Level Technical Support Procedures

During Normal Business Hours (8:00am to 5:00pm, Monday – Friday, CT)
Primary Procedure: Send e-mail to the Digital Products & Services Third-Level Support Team (listed in section 7.2).

If the issue is **High Severity (Urgent)**, in addition to an e-mail, please call the Primary Contact for the Digital Products & Services Alter team to begin escalation using the following process:

1. Call work phone.
2. If no answer leave message and immediately call the cell phone.
3. If no answer on cell phone, leave message.
4. If call is not returned within 5 minutes, move to the next escalation point.

During Non-Business Hours
During non-business hours, only incidents classified as business critical should be escalated. These incidents would be considered **High Severity (Urgent)** and defined as the failure or loss of existing functionality that will cause immediate and significant business impact to the business unit or that will cause a significant number of customers to become non-productive.

If the issue is **High Severity (Urgent)**, please call the Primary Contact to begin escalation using the following process:

 *** After Hours Calls ***
1. Call cell phone.
2. If no answer leave message and immediately call the home phone (if available).
3. If no answer on home phone, leave message.
4. If call is not returned within 5 minutes, move to the next escalation point.

8.8.2 Technical Support Teams

The Digital Products & Services Support Team will review the issue and assign to the appropriate Team members for resolution.

Digital Products & Services Third-Level Support Contacts				
Support Team	Cell Phone	Home Phone	Work Phone	Email
Primary Contact Paula Oles	210-771-7111	210-771-7111	210-339-5358	paula.oles@pearson.com
Dawn Soest	210-426-5022	210-463-9643	210-339-5163	dawn.soest@pearson.com
Nick Culp	507-398-2309		952-681-4752	nick.culp@pearson.com
Gary Therens	651-492-4102		952-681-3342	gary.therens@pearson.com

Content related issues will be forwarded to the DPD Support Team. This includes raw score or item entry, scoring, and reporting issues.

DPD - Content Third-Level Technical Support Contacts				
Support Team	Cell Phone	Home Phone	Work Phone	Email
Primary Contact Bruce Karpenko	651-324-7310	651-493-0489	952-681-4740	bruce.karpenko@pearson.com
Jody Hovland			952-681-4739	jody.hovland@pearson.com
Rebecka MacInnes			952-681-4741	rebecka.macinnes@pearson.com
Mark Gonzales	210-237-7113		210-339-8342	marcos.gonzalez@pearson.com

Platform related issues will be forwarded to the Software & Technology Services Support Team.

Software & Technology Services- Platform Third-Level Technical Support Contacts				
Support Team	Cell Phone	Home Phone	Work Phone	Email
Primary Contact Paul Postler	319-339- 6645	319-541-5111	952-681-3955	paul.postler@pearson.com
Bill Lawrence		612-926-3248	952-681-3745	william.lawrence@pearson.com
Lori Lins	320-296-6649	320-296-6649	952-681-3195	lori.lins@pearson.com

Inventory issues will be emailed to the e-commerce support team at PTUS.Helpdesk@pearson.com. The issue will be entered in the 'Tracker' tracking system and assigned to the appropriate team member.

8.8.3 Infrastructure and Application Monitoring Procedures

Timely restoration of services in response to critical alerts and incidents requires a sequence of contact points to assure adequate notification and contact with support resources.

Software & Technology Services (S&TS) will provide support and respond to alerts related to applications, databases, and services that were developed by the group.

PTS Command Center will typically contact support staff and management for the Online Scoring and Reporting System (OSRS) based on the following sequence:

1. Primary On-Call
2. Secondary On-Call
3. Team Manager of On-Call Staff
4. Manager of Infrastructure
5. Director of Department

*** After Hours Calls ***
1. Call cell phone.
2. If no answer leave message and immediately call the home phone.
3. If no answer on home phone, leave message.
4. If call is not returned within 5 minutes, move to the next escalation point.

SAVVIS will notify the Development Team by email at OSRS.Helpdesk@pearson.com if an application or systems alert occurs.

8.8.4 Infrastructure Support Team

Hosting: Pearson/Savvis – Toronto, ON
Monitoring: PTS Command Center
Third-Level Support Window: 24/7

1. Primary On-Call (Paula Rutherford)
2. Secondary On-Call (Wade Anderson)
3. Tertiary On-Call (Paul Postler)

General Contact Information for Third-Level and Monitoring Support:
Email: OSRS.Helpdesk@pearson.com
Phone: (612) 202-3296

Software & Technology Services Third-Level Technical Support Contacts				
Support Team	Cell Phone	Home Phone	Work Phone	Email
Primary Contact Paula Rutherford	952-356-5181		952-681-3984	paula.rutherford@pearson.com
Wade Anderson	763-784-2852		952-681-4735	wade.anderson@pearson.com
Paul Postler	319-339-6645		319-541-5111	paul.postler@pearson.com

8.9 Reporting and Metrics

The reporting metrics will include the number of issues reported that require third level support, the time involved in meeting the request, and the time span between the request and completion of the task.

In addition, the Digital Products & Services Team will have a bi-monthly checkpoint meeting with Technical Support and Inside Sales & Services to review issues reported and metrics. This Interlock meeting will include representatives from each group, as applicable per meeting invite.