

6 Customer Support Escalation Procedures

6.1 Objective

The objective of the Online Scoring and Reporting System (OSRS) escalation process document is to define the customer escalation process for the OSRS web system.

6.2 Systems

OSRS http://www.pearsonclinical.com/OSRS/login
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6.3 Established Support Teams

Pearson Technical Support (800) 249-0659 (7AM - 6PM, Monday - Friday CST)	Pearson Inbound Sales and Support (800) 627-7271 (7AM - 6PM, Monday - Friday CST)
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6.4 Third Level Support

	Office	Mobile
Paula Oles	(210) 339-5358	(210) 771-7111
Dawn Soest	(210) 339-5163	(210) 426-5022
Nick Culp	(952) 681-4752	(507) 398-2309
Gary Therens	(952) 681-3342	(651) 492-4102

6.5 Escalation Process

6.5.1 Business Hours

During eSupport business hours, issues that require escalation to Digital Products & Services should be entered as an **Infradesk** ticket and assigned to the Level 3 OSRS group. All members of the L3 group will then receive an e-mail notification. Level three memberships include: Paula Oles, Dawn Soest, Nick Culp and Gary Therens.

If the issue is of a critical nature, in addition to the assignment of an Infradesk ticket, please call Paula Oles to notify her of the escalation. If she is unavailable, a voicemail message should be provided.

6.5.2 Non-Business Hours

During non-business hours of 3rd level support, Technical Support or Customer Service should reach any of the Digital Products & Services contacts at their respective non-business hours contact number. Note that Paula Oles should be the first contact. Issues classified as business critical that should be escalated during non-business hours include, but are not limited to:

Any fatal error or stop point received within the web application prohibiting customer from conducting business that may be deemed critical.

7 Technical Support Process

7.1 Purpose and Scope

The purpose of this document is to provide a high-level description of the Pearson Clinical Assessment Technical Support service. Additionally, key escalation processes and Service Level expectations are provided.

It is not the intent of this document to provide detailed work instructions, trouble-shooting guides, etc.

7.2 Service Description

Technical Support is a centralized technical support group within the Pearson Clinical Assessment business unit. It provides 1st and 2nd-level live support for customers running many types of software such as AIMSweb, PsychCorpCenter, Assist, QGlobal, SchoolSuccess, and others. Staff resides in SAT and BLM and are cross-trained.

Pearson Technology Support (San Antonio, TX and Bloomington, MN)

- 1-800-249-0659 (7:00am to 6:00pm CT, Monday – Friday, excluding Pearson holidays)
- catechnicalsupport@pearson.com

7.3 Key Processes

- Calls come in through switch and are routed to first available 1st-level Technical Support staff member
- Ticket is opened in the **Nimsoft** tracking system.
- Support specialist works with customer to resolve the issue, right on the call if at all possible (and closes ticket).
- If unable to resolve, the ticket is assigned to a 2nd-level support specialist. Assigning a Nimsoft ticket automatically sends an e-mail to the assignee.
- 2nd-level specialist resolves the issue. If unable to resolve, they escalate the ticket to 3rd-level support. NOTE:
 - 3rd-level support contact names are generally different for each software platform
 - 3rd-level names are documented in other Operations Management documents
 - 3rd-level contacts are on Nimsoft
- Incoming **High** severity calls receive additional attention. The support specialist calls the 3rd-level contacts and/or management until they get someone who can help resolve the urgent call.

7.4 Call Severities

Severity	Definition	Example
High	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	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	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.

7.5 Service Levels

The following are the service level goals for Technical Support. They are a general guideline.

Incident Support Timeline Matrix		
Severity	Dispose	Resolve
High	Within 15 minutes	Within 2 hours (or per agreed upon schedule) – NOTE: High Severities (e.g. System Down) are routed immediately to 3 rd level
Medium	Within 15 minutes	Within 1 hour
Low	Within 1 business day	Within 1 week (or per agreed upon schedule)