HuRis Cloud Services
Support policy

HuRis
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2   Preface

This document describes the HuRis Cloud Services Support policy for a customer of a HuRis Cloud Service.
This support is part of the HuRis Cloud Services offering.

3   Definitions types of calls

The Cloud Services support is a call based service.
A customer can trigger the support by the following call-types:

1. Incident: incidents are a disruption or threatened disruption of IT services to end-users.
2. Change: request for extension or modification of functionality.
3. Request: request for information

4   Call processing

The following process is put in place for the customer call handling:

Step	Description	Responsible	Explanation
1	Notification of an incident, change or request	Customer Application Administrator*	All requests are sent to beheer@huris.nl (except priority 1 tickets, these should also be reported by telephone). The customer's Application Administrator determines the priority of the ticket
2	Registration incident, change or request	HuRis Support coordinator	When receiving a request, a ticket will be created in the HuRis support system by the Support coordinator. (if the customer does not use own ticket numbers, the ticket will be assigned a number by HuRis)
3	Classifying ticket and determine priority	HuRis Support coordinator/ Customer	The new ticket is classified by the Support coordinator. A distinction is made in the incidents, changes and requests. In addition, the Support coordinator determines the impact and priority (in consultation with the customer). Optionally, the priority will be changed by the Support coordinator in consultation with the client.
4	Assigning the ticket	Support coordinator	Depending on the type of ticket, the ticket is assigned to the right consultant

* *Application Administrator: A customer's primary contact as defined in the order form.*

5 Priorities and response times

The following priorities and response times are applicable:

Prio	Escalation		Throughput times	Description
1*	Urgent	Inform account manager HuRis and manager IT customer	Reaction: within 2 working hours Action: within 4 working hours (remote)	Working with HuRis Cloud Service is impossible for the user: one or more primary HR processes are not available or not working correctly
2	High		Reaction: within 8 working hours Action: within 24 working hours	Working with HuRis Cloud Service for users is very difficult: one or more primary processes can be executed poorly
3**	Normal		Reaction: within 8 working hours Action: within 40 working hours	Working with HuRis Cloud Service is difficult: one or more secondary processes can be executed poorly
4	Low		Reactie: within 16 working hours Action: in consultation with the customer	Annoying but not critical incident or questions about desired changes in SuccessFactors

A message with priority 1 must be reported by telephone to the Support coordinator by the customer. Notification only through e-mail is not sufficient in this case
*** Assumption that most of the tickets will have a priority 'normal'*

6 Service window
Within this agreement, the following service shall apply:

	Available
HuRis Support coordinator	Monday till Friday between 8:00 a.m. and 6:00 p.m. During regular working days (Dutch time zone and calendar) **Priority 1:** 0800-2357274 **Other prioritities:** beheer@huris.nl