

TITLE: ESS11, Support Level Definitions

POLICY: Retalix uses a set of consistent definitions to describe the levels of support provided by Retalix, dealers and third parties

SCOPE: All Retalix dealer partners

PROCEDURES:

Support Levels: Retalix defines four levels of support:

1. Level 1/First-Line Support – Customer or Dealer Help Desk
  - 1.1. Questions answered, advice given
  - 1.2. Takes input from store on issues, problems, incidents
  - 1.3. Provides problem diagnosis and resolutions on relatively simple issues
  - 1.4. Recommends upgrades or work-arounds if appropriate
  - 1.5. If first-line support is unable to resolve the problem or if it is determined that the problem resolution is outside the scope of responsibilities for the first line of support, the incident should be passed on to second-line support
2. Level 2/Second-Line Support – Dealer Support Staff
  - 2.1. Provides assistance to first line of support
  - 2.2. Initial assessment of reported incidents.
  - 2.3. Problem diagnosis. This includes examining the appropriate store logs and files, reproducing the incident and verifying that a problem exists.
  - 2.4. Provides resolution to the problem when possible. This may be a temporary solution to be used until a more suitable one can be implemented or it may be permanent.
  - 2.5. Implements fixes or changes provided by third- and fourth-line support
  - 2.6. Refers incidents to third-line support when resolution is beyond the scope or capability of second-line support
  - 2.7. Carries out incident reproduction in all but the most difficult cases, and assists third-line support with incident reproduction when unable to reproduce at Level 2



- 2.8. Collects requested store data when on-line access is not practical or available to third-line support, or where this data was not already in the possession of the dealer
3. Level 3/Third-Line Support – Retalix Technical Support
  - 3.1. Questions answered, advice given on issues raised that are beyond the capability of second-line support. Provides recommendations for work-arounds if appropriate.
  - 3.2. Logs incidents and responses. Responsible for incident and fault-tracking system.
  - 3.3. Acquires or views store data via remote access if practical and where such diagnosis is beyond the scope of Level 2 support
  - 3.4. Reproduces and diagnoses problems to enable fourth-line development to resolve the problem
  - 3.5. Promotes incidents to fault status once confirmed and reproduced in-house
  - 3.6. Classifies incidents and faults (A/B/C/D)
  - 3.7. Escalates serious unresolved issues to fourth-line support if appropriate
4. Level 4/Fourth-Line Support – Retalix Development (includes external development operations from Retalix, Fujitsu and applicable third-party products)
  - 4.1. Assistance to third-line support in resolving particularly difficult technical issues requiring access to advanced tools, resources or code
  - 4.2. Provides temporary resolutions to be used where possible on critical problems until a more suitable one can be developed
  - 4.3. Prioritizes development efforts for faults and enhancements
  - 4.4. Fixes and enhances software and hardware problems based priorities with engineering changes in the product
  - 4.5. Provides testing of software changes
  - 4.6. Provides appropriate documentation
  - 4.7. Packages and provides updated products, software and documentation