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| Stanford University  Administrative Systems  <Project>  Support Plan |

**Date: <date>**

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## Support Overview

<Describe the production support model for the application. Include **all groups** who are involved not just AS. This could include central and distributed offices and departments. Also include a brief description of the support process flow beginning with Tier 1, a user has an issue through to Tier 4, a sys admin or DBA who has to bounce a server or make a data fix. In the description describe who is contacted, how they are contacted (e-mail, dist list, phone number, HelpSU, etc.) and frequency of contact if relevant. Be sure to reference support documentation that is available, such as a website.

For each group, include scope of what they will do. See samples for ideas.>

### Help SU (Remedy)

<Describe the request category and request type that are needed in Remedy. Also, be sure that there is a HelpSU link in the header of the application that upon selection, prepopulates the form with application-specific information.

1. For users submitting HelpSU tickets, this will be under:
   1. Request Category = Administrative Applications
   2. Request Type = <application name>
2. In Remedy, this will be under:
   1. Tier 1 = Business Applications (University)
   2. Tier 2 = <application name>
   3. Tier 3 = \*General
3. A “Pcat” will be setup so that a url can be used to preselect “Administrative Applications -- > <application name>”, and tickets will be routed to the Support Organization = <department handling Tier 1 and 2 support>, Assigned Group = <group name in the department handling support>.

### JIRA

<Describe how Remedy and Jira will communicate when a request results in a technical fix.>

| **Jira Project** | **Jira Component** | **Business Owner** | **Prod Approvers in Jira** | **Business Testers in Jira** | **AS Management Approvers**  **In Jira** |
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## AS Customer Support Group Service Level Agreement

<Include the following link for the AS Customer Support Group Service Level Agreement between Administrative Systems and Distributed Users.

<https://asconfluence.stanford.edu/confluence/display/ERPHD/AS+Customer+Support+Group+Service+Level+Agreement+between+Administrative+Systems+and+Distributed+Users>

Be sure to include specific information to the customer with respect to the application. For example, on a recent project we included the following:

*Per your request regarding the eCert SLA of 7 am and/or 8 am availability, we are targeting to have the application be available by 8 am unless one of three things happen:*

1. *Network failure (as was the case earlier last week)*
2. *EDW build gets delayed due to heavier than normal data load (seen during Month end close)*
3. *OF jobs run late and EDW is unable to start on time*

*In such circumstances, the data in eCertification will be 2 days old. To ensure that we know what is going on, we have requested that a core group of people be notified.  Marilou's name will be included in the distribution list so that her department can decide how to inform users.*

*The plan is to start with an 8 am release time given the dependency on nightly jobs.  After review of job performance over a 3 – 6 month period, if there is room for optimization, we’d like to target bumping it up by an hour. >*