

Contacting Support, Response Times and Resolution Times

Hours of Operation

Monday – Friday, 8:30 am to 5:00 pm. If after-hour support is needed, please call our main office at (832) 521-4041 and leave a detailed message stating the nature of the issue you are having and a technician on call will be notified and contact you directly.

 A simple illustration of a laptop computer with a blue screen and a silver base.	<p>Client Portal:</p> <p>For our Managed IT Services Clients, a client portal will be created for each user where they can submit their support requests, as well as track any existing tickets they have pending. The link to our client portal is https://centerforceitpros.itclientportal.com</p>
 A simple illustration of a yellow envelope with a white seal.	<p>Email Submission:</p> <p>Another easy way to submit a service request is to simply email our support team at support@centerforceitpros.com. A service ticket will be created for them within our system and a support member will be notified and respond accordingly.</p>
 A simple illustration of a blue rotary telephone with a gold handset and base.	<p>Phone:</p> <p>Of course, you can also reach out to our office. Our main number is (832) 521-4041. If after-hours, please leave us a message and an on-call technician will respond to you accordingly. Otherwise, ask the operator for “support” and you will be directed to our support department who will then find an available technician to respond. Please be aware that our operator(s) may not always be available to answer your call, however, you will still have an opportunity to leave your request via voicemail and a technician will respond accordingly.</p>

Support Tiers

The following chart details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who can collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

Response and Resolution Times

The following chart details and describes our resolution and response times. As with any unexpected events that could happen, it could effect these standards we have set. However, we do our best to adhere to these policies!

Trouble	Priority	Response Time	Resolution Time	Escalation Threshold
Service not available (all users and functions unavailable).	Critical	15-30 minutes	ASAP – Best Effort	2 Hours
Significant degradation of service (large number of users or business critical functions affected)	High	15-30 minutes	ASAP – Best Effort	8 Hours
Limited degradation of service (Limited number of users or functions affected, business process can continue).	Medium	Within 1 hour	ASAP – Best Effort	24 Hours

Small service degradation (business process can continue, one user affected).	Low	Within 24 hours	ASAP – Best Effort	48 Hours
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Service Request Escalation Procedure

1. *Support Request is Received*
2. *Service Ticket is Created*
3. *Issue is Identified and documented in Help Desk system*
4. *Issue is Reviewed to determine if it can be resolved through Tier 1 Support*

If issue can be resolved through Tier 1 Support:

1. *Level 1 Resolution - issue is worked to successful resolution*
2. *Quality Control –Issue is verified to be resolved to Client’s satisfaction*
3. *Service Ticket is closed, after complete problem resolution details have been updated in Help Desk System*

If issue cannot be resolved through Tier 1 Support:

1. *Issue is escalated to Tier 2 Support*
2. *Issue is Reviewed to determine if it can be resolved by Tier 2 Support*

If issue can be resolved through Tier 2 Support:

1. *Level 2 Resolution - issue is worked to successful resolution*
2. *Quality Control –Issue is verified to be resolved to Client’s satisfaction*
3. *Service Ticket is closed, after complete problem resolution details have been updated in Help Desk system*

If issue cannot be resolved through Tier 2 Support:

1. *Issue is escalated to Tier 3 Support*
2. *Issue is Reviewed to determine if it can be resolved through Tier 3 Support*

If issue can be resolved through Tier 3 Support:

1. *Level 3 Resolution - issue is worked to successful resolution*
2. *Quality Control –Issue is verified to be resolved to Client’s satisfaction*
3. *Service Ticket is closed, after complete problem resolution details have been updated in Help Desk system*

If issue cannot be resolved through Tier 3 Support:

1. *Issue is escalated to Onsite Support*
2. *Issue is qualified to determine if it can be resolved through Onsite Support*

If issue can be resolved through Onsite Support:

1. *Onsite Resolution - issue is worked to successful resolution*
2. *Quality Control –Issue is verified to be resolved to Client’s satisfaction*
3. *Service Ticket is closed, after complete problem resolution details have been updated in Help Desk system*

If issue cannot be resolved through Onsite Support:

1. *I.T. Manager Decision Point – request is updated with complete details of all activity performed*

We do our absolute best to adhere to these standards! Other unexpected events might alter our response and resolution times, however, we will do our best to resolve any issue that is raised in the best time possible!

Sincerely,

Centerforce IT Pros Support Team