Support Services Operations Manual

RiskPoynt

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Introduction

RiskPoynt is an innovative, cloud-deployed, operational risk management solution that lowers costs, improves process efficiencies and provides the analytics and metrics that ensure the highest level of safety and security for an organisation's assets.

- RiskPoynt links organisational processes, a fully functional risk register application, and multiple existing systems to visibly show changes to operational risk.
- RiskPoynt demonstrates performance and status against Safety Critical Barriers and visually communicates key risks so correct operational decisions can be made.
- RiskPoynt presents consolidated views that can be shared throughout the organisation, creating real-time safety visibility and awareness at all levels.

Because RiskPoynt provides critical business and operational information, TPSCO provides around-the-clock product support services to each RiskPoynt customer. This document details the technical, procedural and organisational aspects of these support services.

Customer Support Schedule

The RiskPoynt Support Services Operations Manual is designed to be applicable to all RiskPoynt support customers. Individual customers will also receive a RiskPoynt Customer Support Schedule which will provide customer-specific support information, such as access details to the customer service portal.

This document is designed to be read in conjunction with the Customer Support Schedule document.

Support Scope

RiskPoynt implementations are composed of a combination of the following packaged content:

- Cloud-deployed RiskPoynt Dashboards
- Cloud-deployed RiskPoynt Application
- Cloud-deployed RiskPoynt Reports

Note that RiskPoynt implementations may differ between organisations depending on individual requirements.

TPSCO provides level 4 technical support for the RiskPoynt packaged content, patch management to the customer quality assurance (QA) / user acceptance testing (UAT) environment, and release management to the customer production environment in conjunction with customer acceptance.

Support of any associated customer infrastructure or subsystems is the responsibility of the customer. This includes items such as network infrastructure, Internet browser software and works management systems software.

Customer support requests can be raised under the following categories:

- Request for information
- Reporting of an issue
- Change request
- Configuration request

TPSCO will also provide support when new versions of RiskPoynt are released, upgrading the customer QA environment and supporting customer UAT processes prior to upgrading production with the new release.

Service Levels

TPSCO provides the following service levels for RiskPoynt support.

Priority	Criteria
P1	1. RiskPoynt production instance is totally unavailable to all Users at a Site. 2. A customer is unable to perform a critical business function at all Sites with no reasonable work-around. **Examples:** • Barrier production instance not available for use • User cannot connect to business application • Dashboard stops displaying data
P2	1. RiskPoynt Production instance is unavailable to a single User. 2. Critical function unavailable to all Users at a Site with no reasonable work-around. 3. Production performance significantly degraded causing disruption of the business operations of the Customer. 4. Non-production instance totally unavailable. **Examples:** • Very slow production system performance • Unable to generate reports • Integration stopped working
P3	1. Single function unavailable to all Users at a Site, but a reasonable work-around exists. 2. Maintenance task in Production Environment that has minimal impact on the Customer. **Examples:** • Individual User unable to connect • Creation or reset of User accounts
P4	1. Request for information 2. Enhancement request

Response and Resolution Times

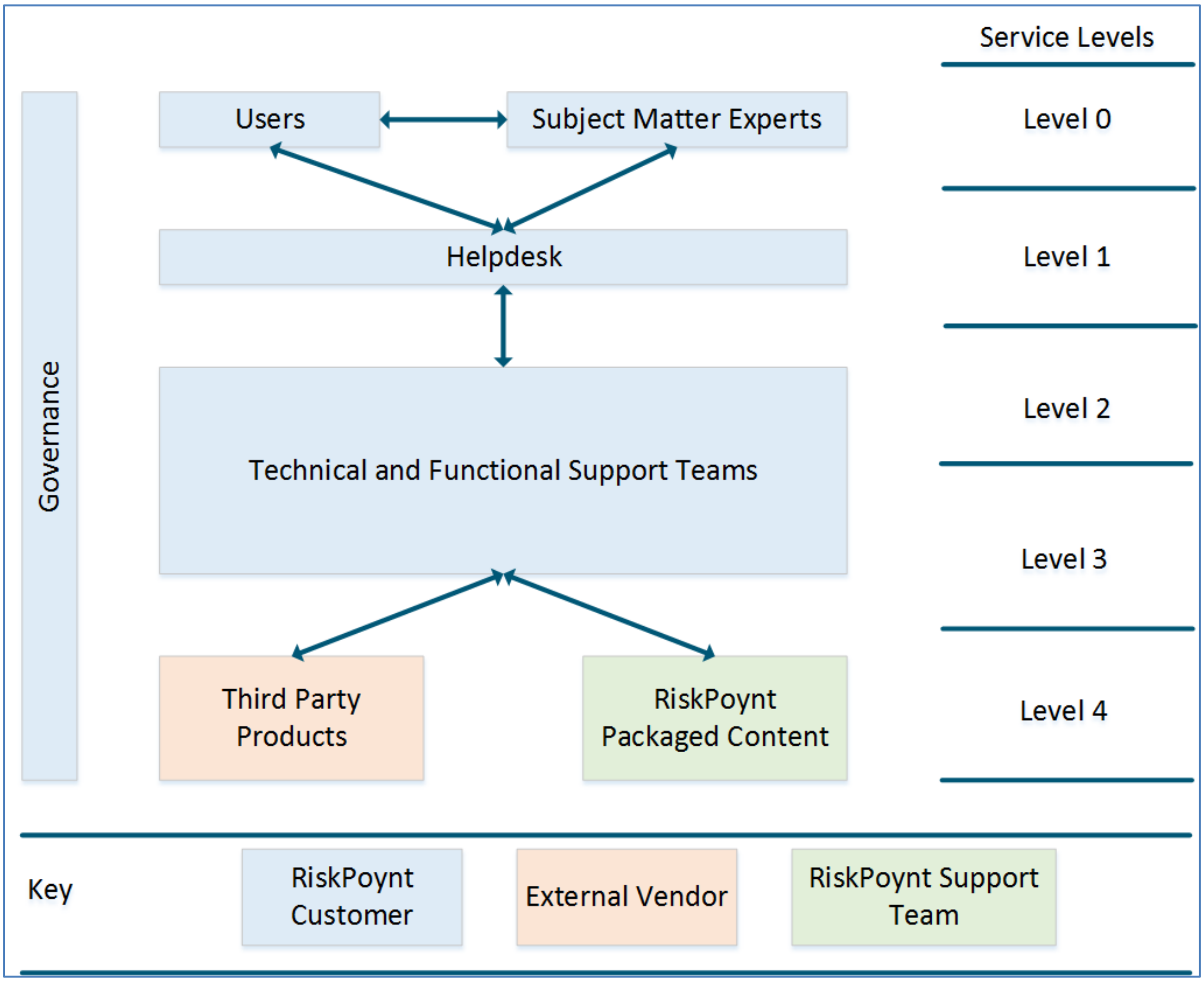
TPSCO provides customers with clearly defined response and resolution times for the P1-P4 service levels detailed above. These times vary across the RiskPoynt customer base depending on the customer's requirements and can be found in the customer's support schedule document.

Support Process

The RiskPoynt support process involves a number of factors, including definition of roles and responsibilities, issue workflow, release procedures and escalations.

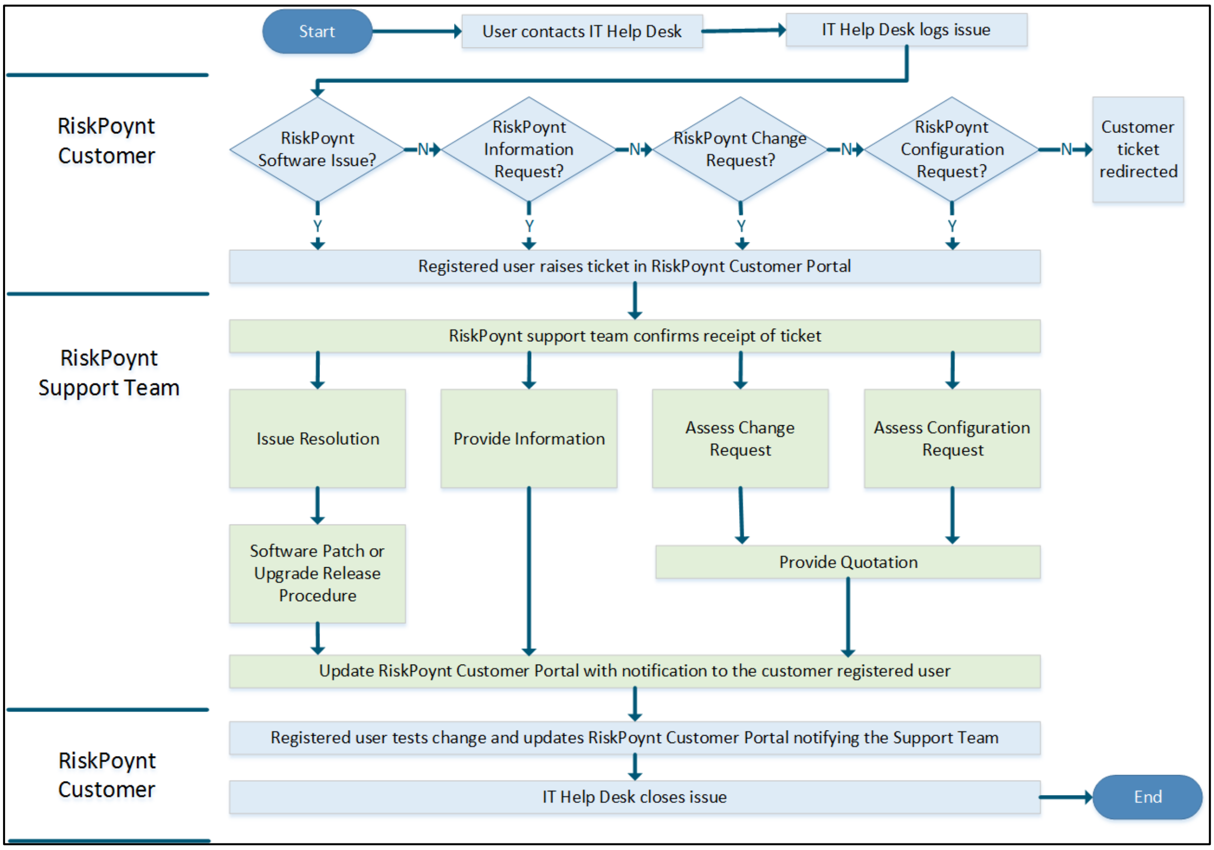
Roles and Responsibilities

The support model shown below provides a high-level view of the roles and responsibilities related to the RiskPoynt support processes and associated support levels.



Issue Workflow

The following workflow diagram explains the support process for raising and resolving RiskPoynt software issues, information requests, change requests and configuration requests.



Information Requests

- Information requests generally involve queries relating to the underlying business logic of RiskPoynt and require a response from the customer's allocated RiskPoynt subject matter expert (SME)

Software Issues

- Software issues raised by the RiskPoynt customer will be assigned a priority based on the service levels defined in the customer support schedule
- Depending on the issue priority, release of the fix will be deployed either in an emergency patch, a minor release, or a major release
- All fixes for resolved issues will be incorporated into the RiskPoynt baseline and deployed to all customers when the associated patch, minor or major release is available

Change Requests

- Change requests greatly vary in type and complexity
- Change requests require approval from the RiskPoynt Design Committee before any software changes are scheduled for development in the RiskPoynt baseline
- Discussion with the customer's allocated RiskPoynt SME is generally required so as to document the detailed requirements and solution design relating to the change
- The customer's allocated RiskPoynt account manager will also be involved in the change request procedure for any commercial negotiation relating to the change

Configuration Requests

- RiskPoynt configuration is generally customer specific and does not require change to the RiskPoynt baseline
- Depending on the type and complexity of the configuration request, they can usually be dealt with in a timely manner and at no additional cost to the customer
- High complexity configuration requests which are outside the scope of support may incur a consulting fee to be negotiated with the customer's allocated account manager

Software Patch and Upgrade Release Procedure

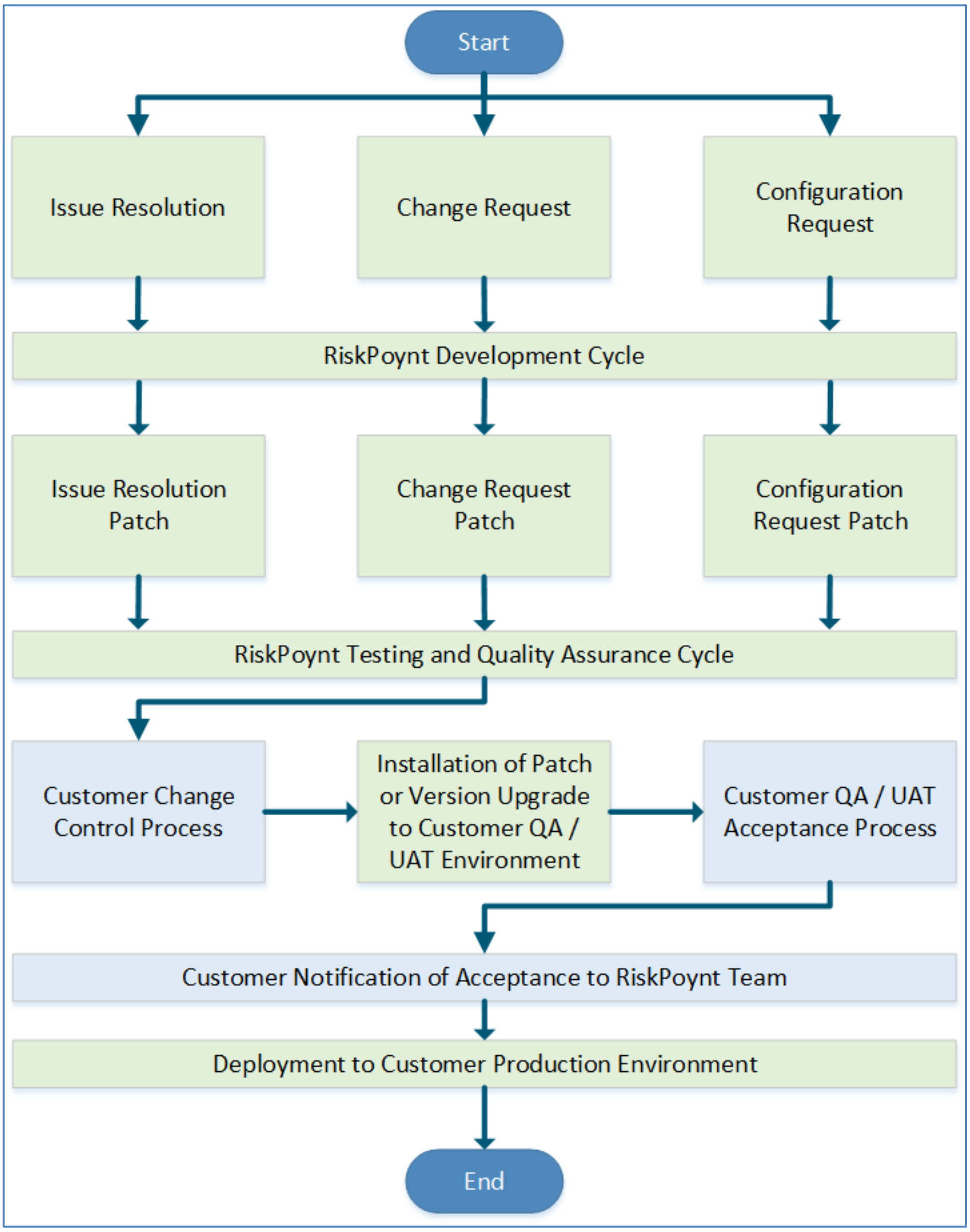
Updates to RiskPoynt due to issue resolution, change requests or configuration requests are deployed to customers through a patch update or a version upgrade.

Patch updates are released for high priority tickets.

Version upgrades are released periodically and will include one or more patches bundled together.

Every RiskPoynt update includes detailed release notes.

The following workflow diagram explains the release procedure for patches and version upgrades.



Escalations

If the RiskPoynt customer determines that an issue is not being managed effectively, or to advise TPSCO of an urgent change in issue priority, the customer may escalate the issue by emailing the RiskPoynt support team email address: Riskpoynt-support@prometheusgroup.com

If further escalation is required then the customer may contact their TPSCO account manager, contact details of whom can be found in the customer's support schedule document.

Customer Support Portal

TPSCO utilises an online customer support portal called JIRA Service Desk which is provided by Atlassian. More information on the JIRA Service Desk can be found on the Atlassian web page:

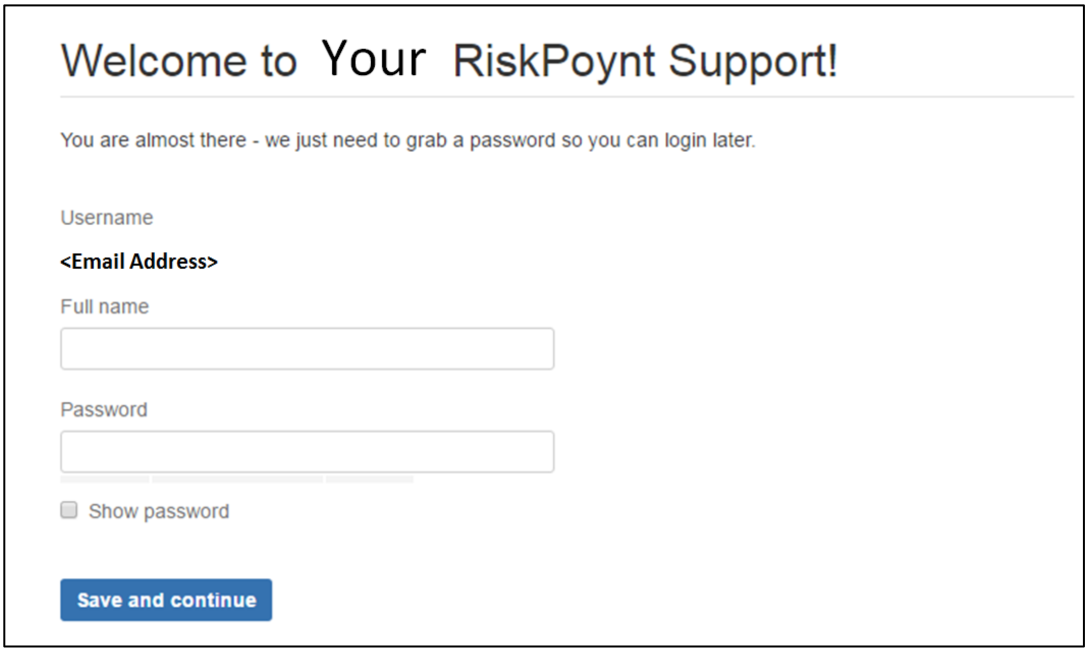
https://www.atlassian.com/software/jira/service-desk

Each RiskPoynt customer has their own customer portal configured in the RiskPoynt Service Desk and are provided with a URL for direct access to the associated customer portal. Please refer to the Customer Support Schedule document for customer-specific detail.

User Registration

1. Step 1: RiskPoynt customer to email Riskpoynt-support@prometheusgroup.com to nominate one or more users to act as the RiskPoynt customer portal registered user(s).

2. Step 2: Nominated user(s) will receive an email from Riskpoynt-support@prometheusgroup.com which will contain a link to the customer portal registration page which will appear as follows:

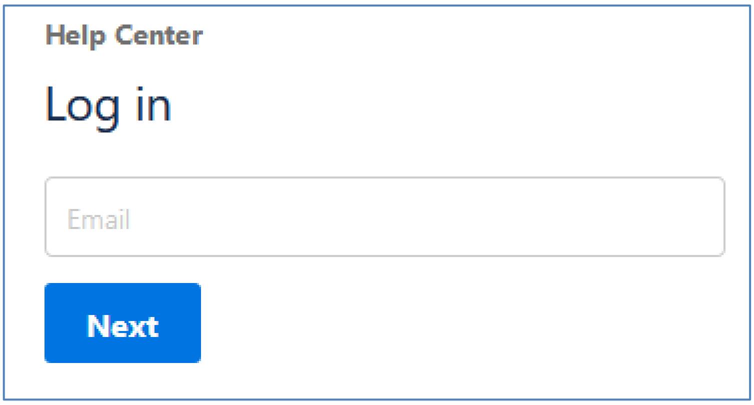


3. Step 3. Nominated user(s) are to complete the registration form then click "Save and continue".
    a. Registration is now complete and the nominated user(s) have access to the customer support portal.
    b. If any issues arise trying to access the customer portal then please email Riskpoynt-support@prometheusgroup.com with an explanation of the issue.

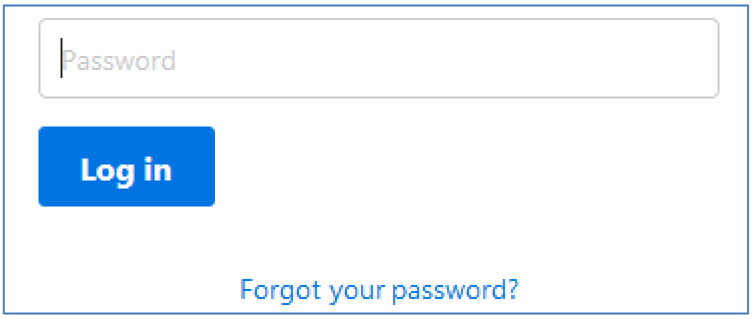
Logging in to the Customer Support Portal

Once a customer nominated user is registered they can log in to the RiskPoynt customer support portal by following the URL provided to them in the Customer Support Schedule document. The login page will appear as follows:

1. Navigate to the URL provided in your customer specific support schedule
    a. Example: https://riskpoynt.atlassian.net/servicedesk/customer/portal/00

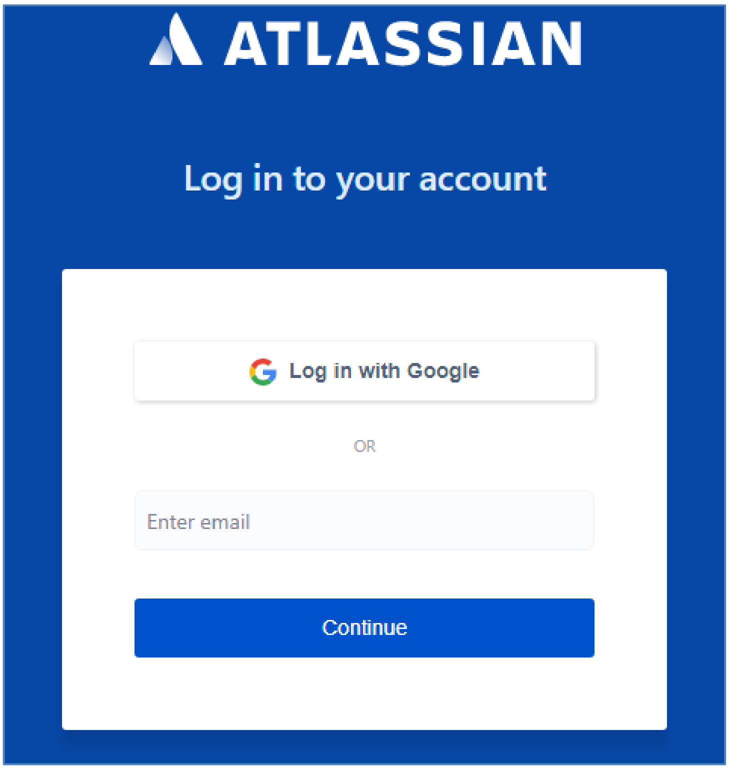


2. Enter your email address and click "Next"

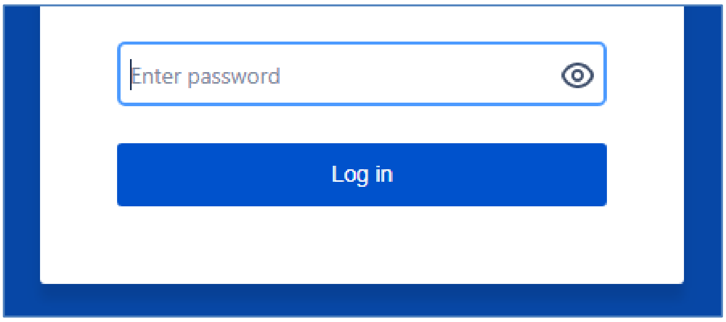


3. Enter your password and click "Log in"
    a. Use the "Forgot your password?" link If you cannot remember your password
4. Note that some customers may receive the following message after entering their email address

5. Click "Log in with single sign-on" and you will be redirected to the Atlassian login screen



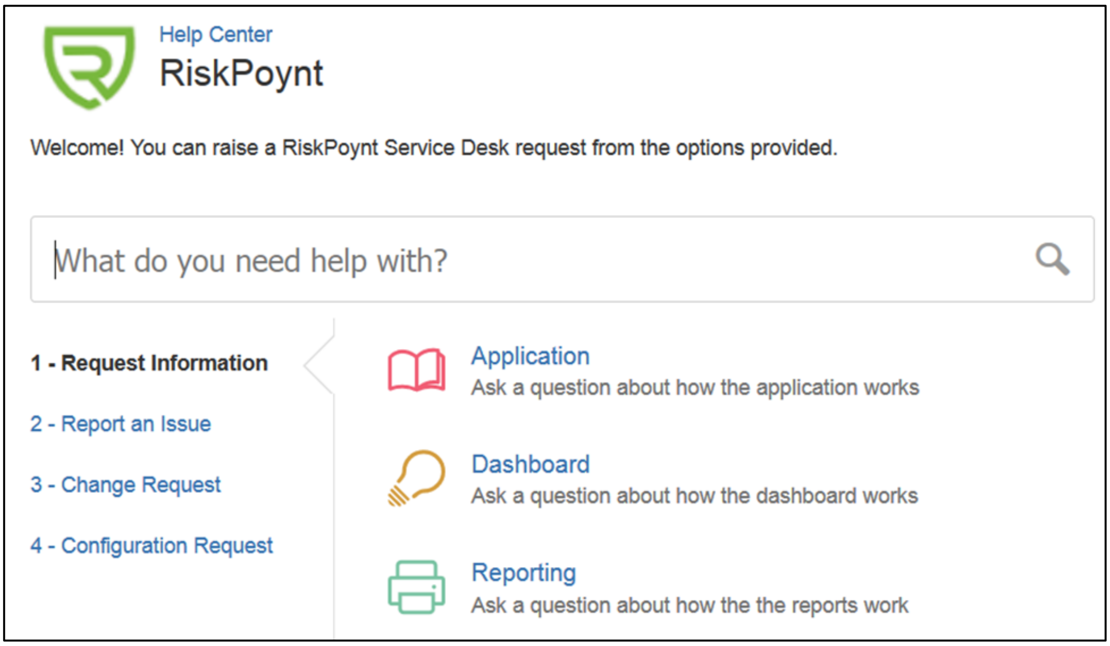
6. Enter your email address and click “Continue”



7. Enter your password and click “Log in”

Support Request Types

After a user has logged in to the customer portal they will be presented with the following screen containing several types of support requests which the user can raise.



The support portal structure is a two tier grouping of functions as follows:

1. Request Information
    a. Application
    b. Dashboard
    c. Reporting
2. Report an Issue
    a. Application
    b. Dashboard
    c. Reporting
3. Change Request
    a. New Report
    b. Enhancement Request
4. Configuration Request
    a. Configuration Change
    b. Add a new Region
    c. Add a new Site
    d. Add Images for an Area Code

Request Information

The "Request Information" group is used to ask questions about the functionality or operation of the relevant RiskPoynt component (i.e. Application, Dashboard, or Report). Tickets raised in this group will have a P4 priority.

Report an Issue

The "Report an Issue" group is used to notify support of an issue with RiskPoynt. Depending on the component selected, the portal issue creation screen will show different fields (i.e. if reporting an application issue, the screen will contain a dropdown to specify the application module). Tickets raised in this group allow the user to set the priority of the ticket.

Change Request

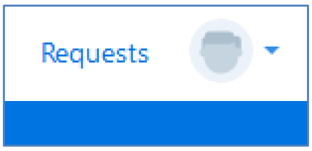
The "Change Request" group is used to request a new report, or additional functionality. Requests raised in this group have a P4 priority.

Configuration Request

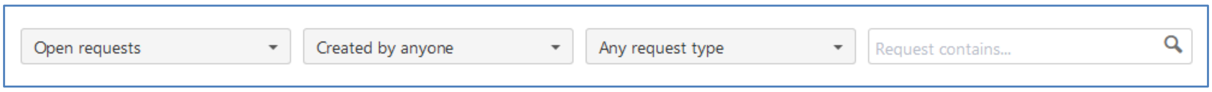
The "Configuration Request" group is used to change the RiskPoynt configuration (i.e. adding a new region or site). Tickets raised in this group allow the user to set the priority of the ticket.

Viewing Requests

- Once a user is logged in to the customer support portal they can view requests by selecting the "Requests" dropdown at the top right of screen.



- The requests list opens by default for "Open Requests" only, change the request filters to change what is displayed in the list of requests



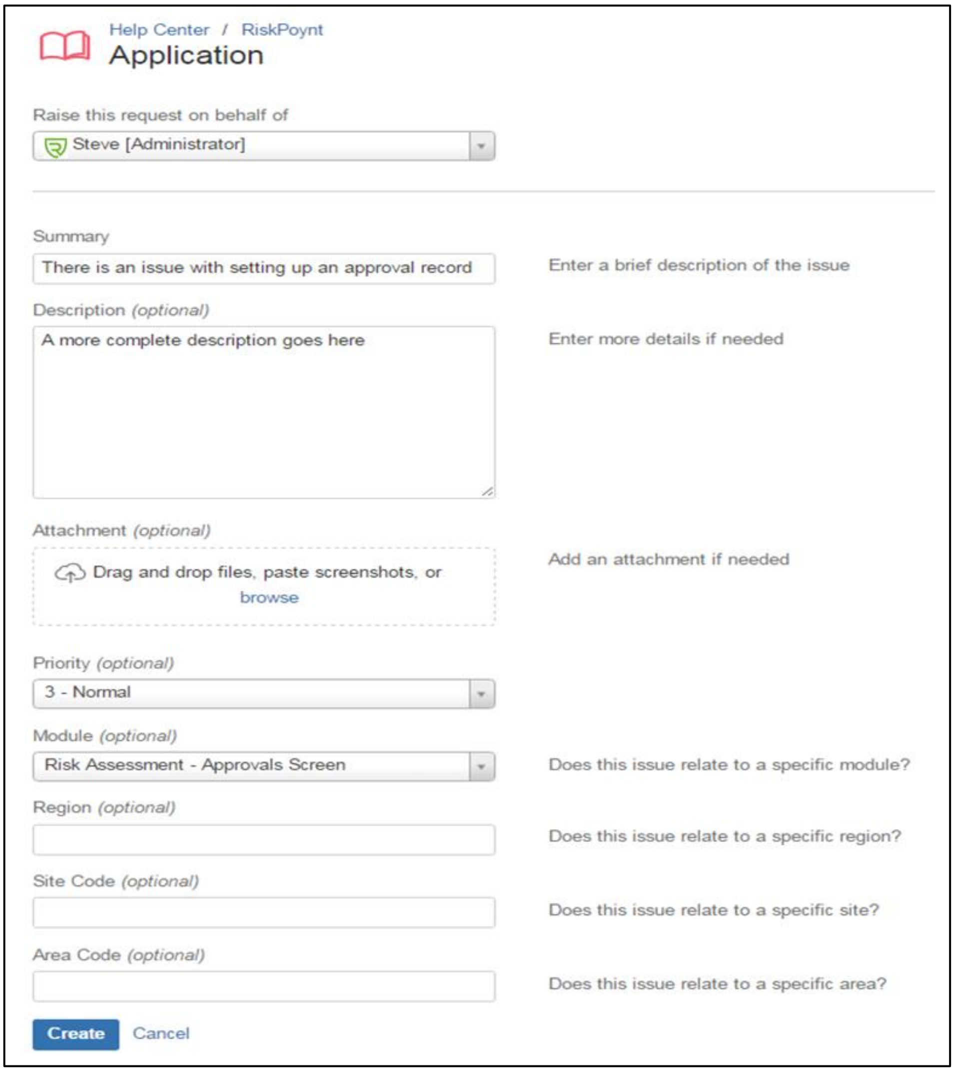
    - Request status (any, open or closed)
    - Requests created-by options
    - Request type options
    - Request text filter

Raising a Support Request / Ticket

Once a user has logged in to the RiskPoynt Customer Support Portal they can now raise a support request / ticket.

1. Step 1: Click on the relevant support request category
   a. Example: Report an Issue

2. Step 2: Click on the relevant RiskPoynt component for the selected category
   a. Example: Application
   b. The create request screen will now launch as follows:



3. Step 3: Enter details into the form fields as appropriate to the support request
   a. Note that Module is a dropdown field. Module selection is also available for enhancement requests. If the issue or information request relates to reporting, there is an optional dropdown to select a specific report.

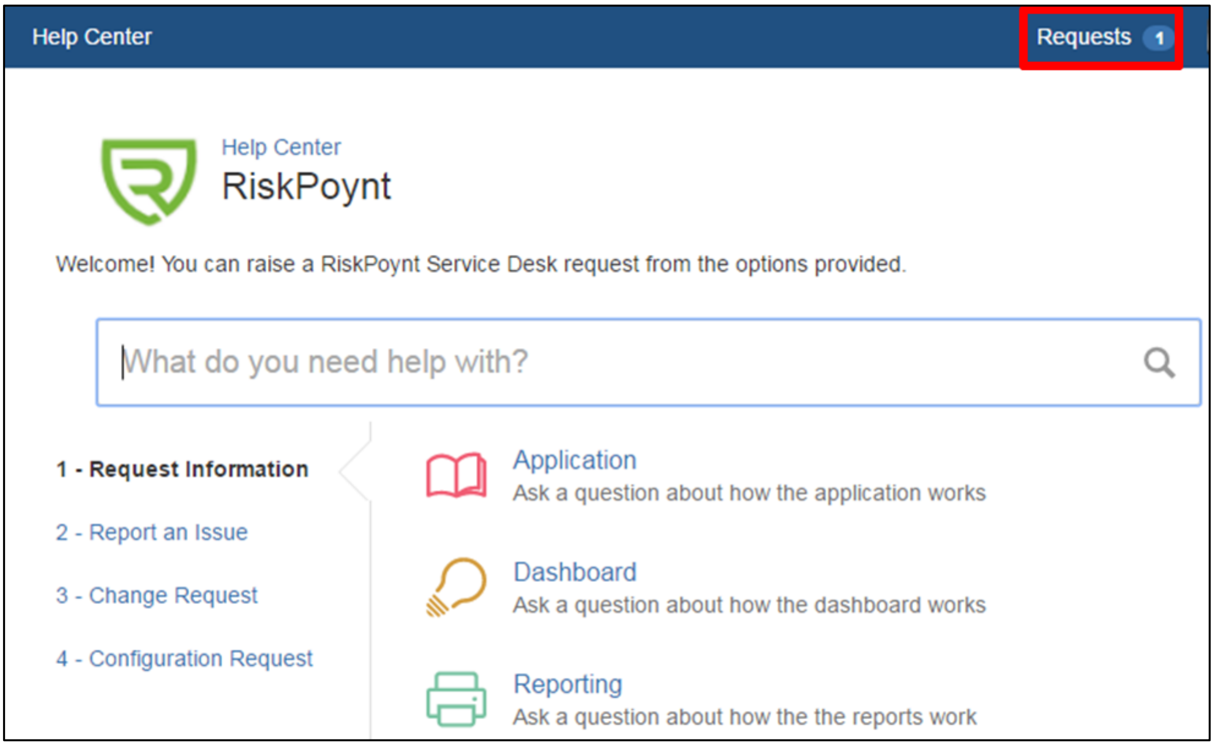
4. Step 4: Click “Create”
    a. The support request is now raised an a notification is sent to the RiskPoynt Support Team

Viewing and Updating Support Tickets

Once a user has raised one or more support requests they can view and update those requests through the customer portal home screen.

1. Step 1: Navigate to the customer portal home screen

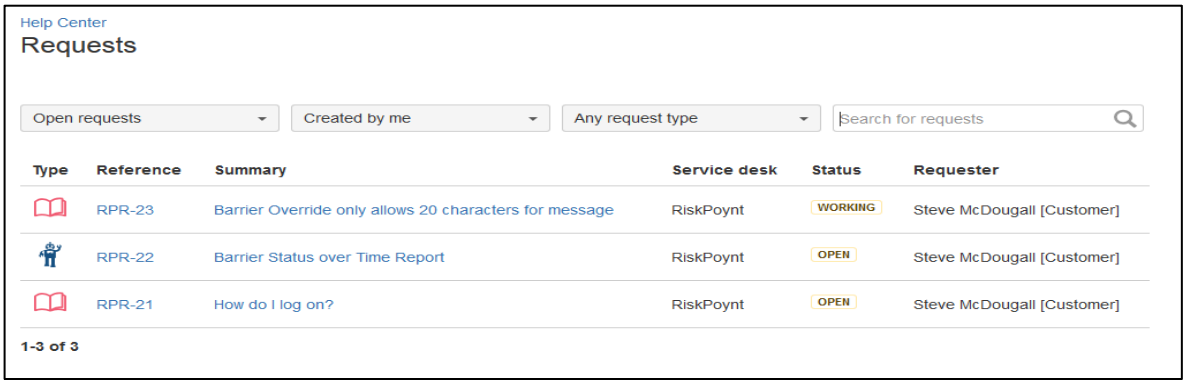
2. Step 2: Click on the “Requests” icon at the top right of the portal screen



The user will be taken to a screen listing which initially shows open tickets created by the user. This list can be modified by using the dropdown filters. Available selections are:

- Ticket Status (Open, Closed, All)
- Request Type

There is also a facility to search by entering text contained in the desired ticket.



3. Step 3: Click on the ticket Reference or Summary links for the relevant request
    a. Opening a ticket shows the full history of work on the ticket.
    b. When work commences on a ticket, the status changes to “Working”
    c. The time between ticket creation and moving to Working status is defined in the response time as per the appropriate service level for the request type and priority

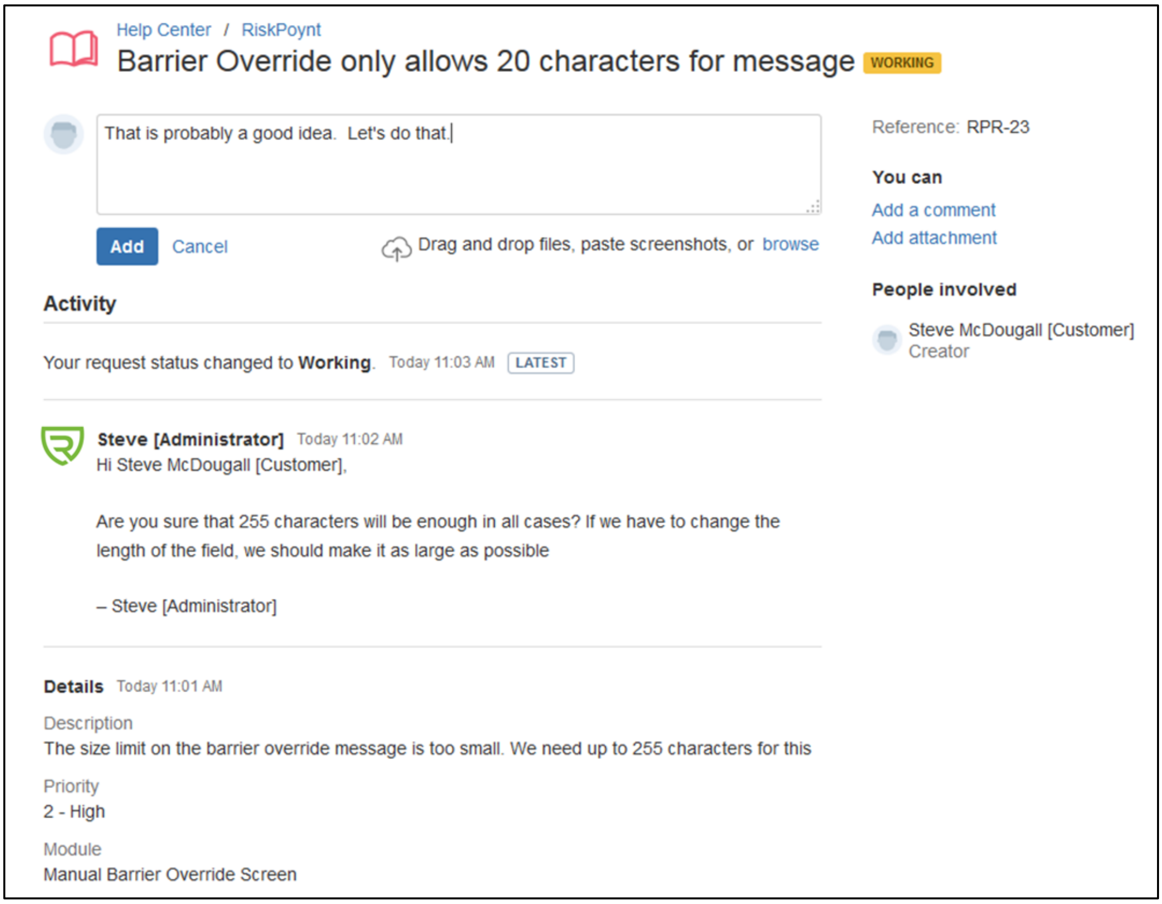
Updating Ticket Comments

Users respond to / update tickets by adding comments.

1. Step 1: Click "Add a comment"

2. Step 2: Enter appropriate comments

3. Step 3: Click "Add"



Closing a Ticket

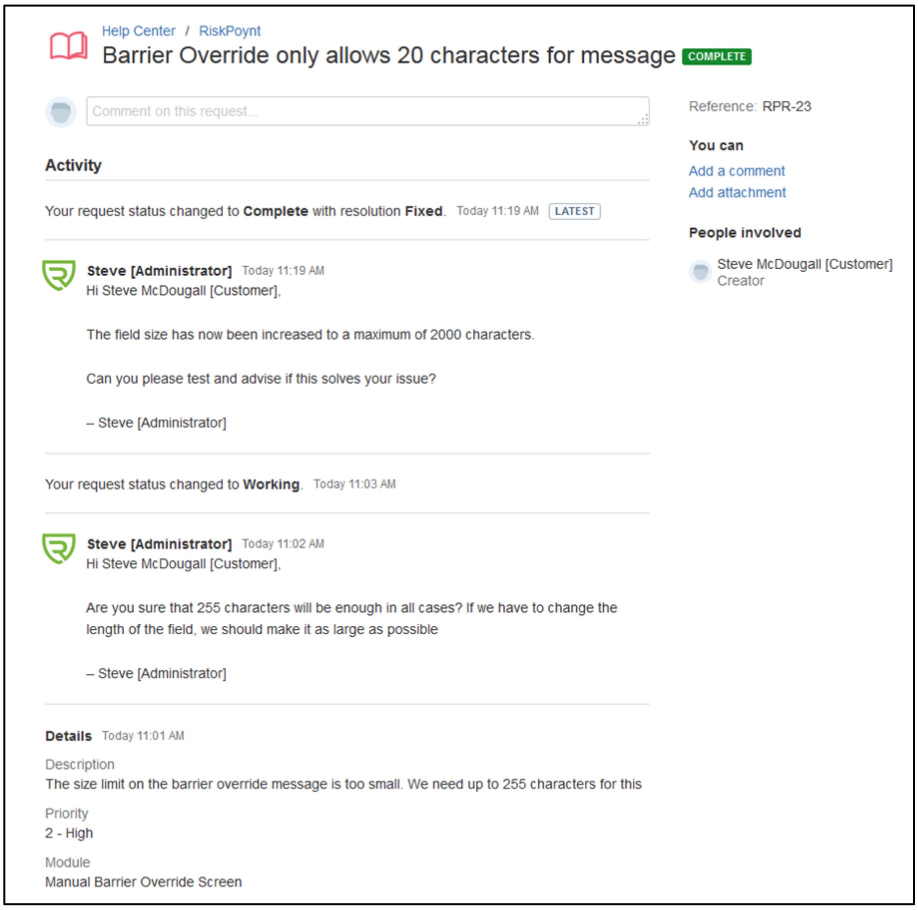
When the ticket has been actioned (i.e. the issue referred to in the ticket has been fixed), the status of the ticket changes to “Complete”.

It is now the customer’s responsibility to respond verifying that the issue is fixed. When this occurs, the ticket will be closed, and the ticket status changed to “Closed”. If the customer responds that the issue is not resolved (i.e. the problem still exists), then the ticket will move back to a status of “Working”.

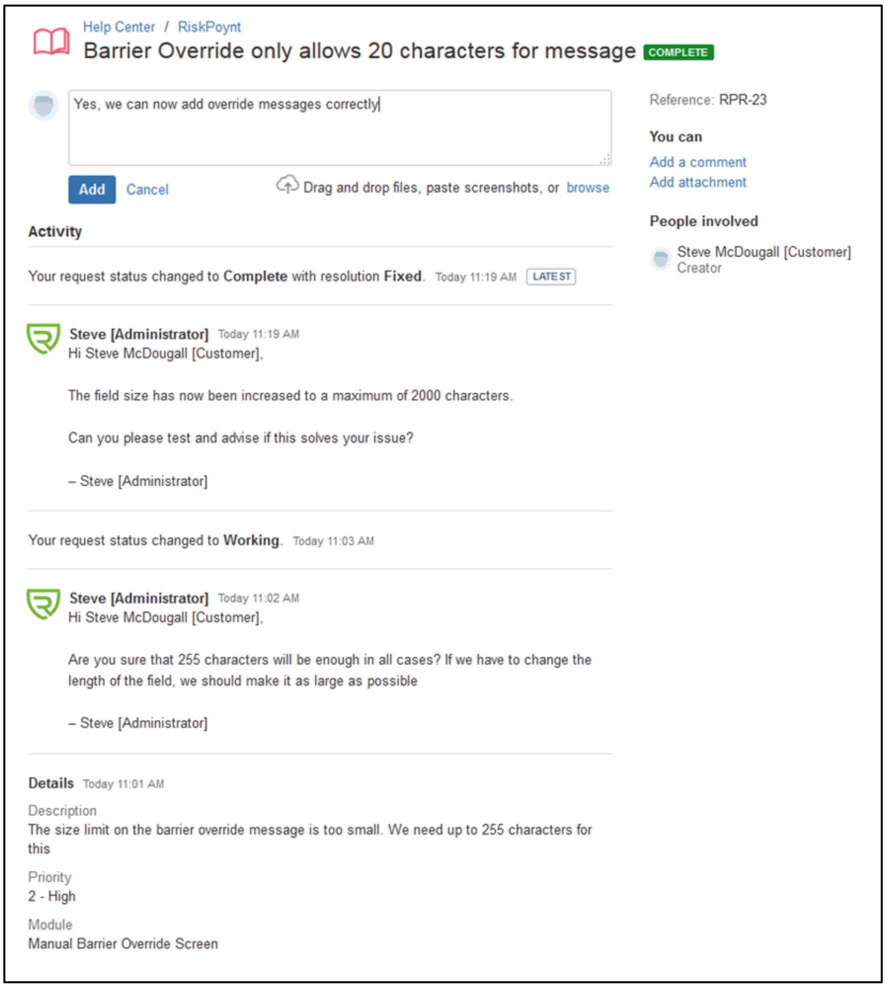
If further information is required to resolve an issue, the ticket status will be set to “Waiting for Customer”. When the information is received, the ticket status reverts to “Working”.

Resolution time per the service level for the request type and priority is measured from the time of ticket creation to entering a status of “Closed”. The resolution timer is “paused” (i.e. time is not counted) when the ticket is in a status of “Waiting for Customer” or “Complete”.

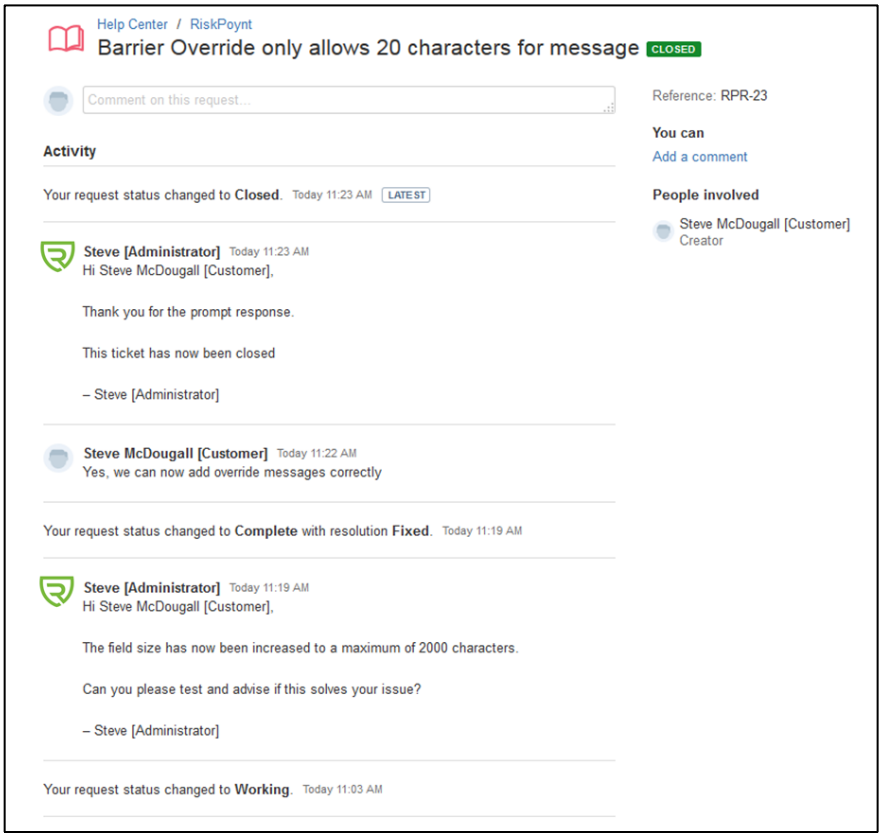
1. Step 1: RiskPoynt Support Team updates ticket with comments explaining the issue resolution detail and requesting the customer to test the change
    a. Request status is changed to “Complete”



2. Step 2: Customer adds a comment confirming that the change has been tested successfully, that the issue is now resolved and the ticket can be closed



3. Step 3: RiskPoynt support team updates the ticket to “Closed”


Help Center / RiskPoynt
Barrier Override only allows 20 characters for message CLOSED
Comment on this request...
Reference: RPR-23
You can
Add a comment
People involved
Steve McDougall [Customer]
Creator
Activity
Your request status changed to Closed. Today 11:23 AM LATEST
Steve [Administrator] Today 11:23 AM
Hi Steve McDougall [Customer],
Thank you for the prompt response.
This ticket has now been closed
– Steve [Administrator]
Steve McDougall [Customer] Today 11:22 AM
Yes, we can now add override messages correctly
Your request status changed to Complete with resolution Fixed. Today 11:19 AM
Steve [Administrator] Today 11:19 AM
Hi Steve McDougall [Customer],
The field size has now been increased to a maximum of 2000 characters.
Can you please test and advise if this solves your issue?
– Steve [Administrator]
Your request status changed to Working. Today 11:03 AM