



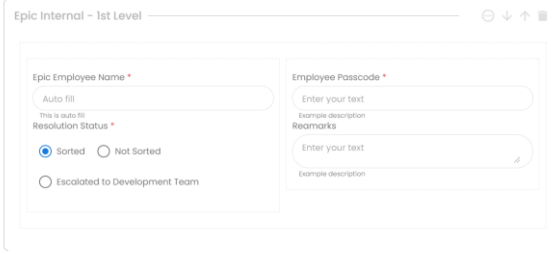
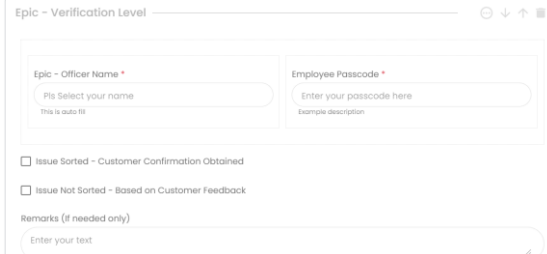
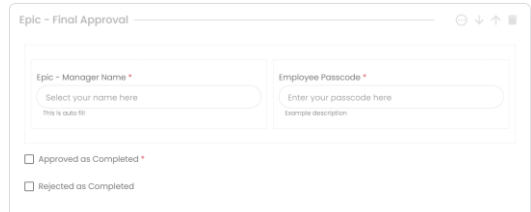
DLL SWEEP APP - Customer Support Service Operational Plan

Version 1.1 -October 18, 2020

DLB Sweep Mobile APP
Support Plan: Operational Structure

No	Role	Contact Peron	Email	Contact Number
01	Single Point of Contact / Business Manager	Anuradha Wijayasinghe	anuradha_w@epiclanka.net	0770- 434 002
02	Single Point of Contact	Kasun Jayasinghe	kasun_j@epiclanka.net	0770 – 305 054
03	Contact Person – Marketing Activities	Nethmie Dehigama	nethmie_d@epiclanka.net	0773 – 470 039
04	<p>Contact person – 2nd Level Escalation – Technical matters</p> <p>if and when 1st level contact person fails to solve it up to satisfactory level of DLB within the agreed timelines.</p>	Isuru Bandara	isuru_b@epiclanka.net	0773 – 255 492
05	<p>Contact Person – 3rd level (Management Level) Escalation –</p> <p>if and when 1st and 2nd level contact persons fails to solve the issue up to satisfactory level of DLB within the agreed time lines.</p>	Thareendra Kalpage	thareendra_k@epiclanka.net	0777 – 307 112

DLB Sweep App – Support Structure

No	Step	Task	Task Owner
Step 1 ↓	DLB Initiate a Support Request Via https://www.doxprospaces.com/p?id=31701611		
Step 2 ↓	Epic Internal – First Level Support 	<ul style="list-style-type: none"> Attend to Issue resolution and update on the system with the 24 hours from the first reported date and time. 	<ul style="list-style-type: none"> Asiri S– Primary Resource - Tech Binari D - Primary Resource – MK Jude Perera – Backup resource – Tech
Step 3 ↓	Epic Internal – Verifying the Issue resolution 	<ul style="list-style-type: none"> Contact the client and verify the issue been fixed / resolved in satisfactory level Update on the system 	<ul style="list-style-type: none"> Dineka R - Primary Resource Mindika F - Primary Resource Kasun J - Backup resource
Step 4 ↓	Epic – Management level Confirmation 	<ul style="list-style-type: none"> Manage and monitor Entire Process Day end report to DLB management 	<ul style="list-style-type: none"> Anuradha W- Primary Resource Isuru B - Backup resource Thareendra K- Backup resource

Prerequisites for Support Request Acceptance

- Regardless of which medium (via a Call , via an email or via a Social Media)that customer escalates the issue , DLB staff member should always raise the issue via agreed Issue Escalation System (<https://www.doxprospaces.com/p?id=31701611>)

Standard Service Level and Reporting

- Standard Issue resolution time for P1 and P2 issue escalations is 48 hours, during that 48 hours Epic will resolve the issue and obtain the customer consent on satisfactory resolution of the subject issue.
- Every day by 10.30 am , Epic will share the Excel list with latest update related to progress / status of all reported issues.

Service Level for the Platform.

RESPONSE TIMES

The priority of the escalation will, to some degree, dictate the most appropriate action for any given issue escalation , ensuring the minimum of disruption to the user and providing the early involvement of the Company's management where problems are of a more serious nature.

RESPONSE DEFINITIONS

The Epic will use its best endeavors to achieve the target resolution times shown in the table below. Note that resolutions may involve a "workaround" to an issue that will allow continued use of the affected component.

RESPONSE TARGETS

Priority Level	Definition	Response	Resolution
PRIORITY P1 (CRITICAL)	A Priority ONE escalation is used for system faults where there is a major impact on claim a wining amount or anything related to client money been subject to. . The Epic will immediately begin work on a P1 escalation,	1 hour	48 hours
PRIORITY P2 (URGENT)	<p>Priority TWO escalations are used for system faults where client complains about difficulty on following</p> <ul style="list-style-type: none"> • Completion of onboarding process • Difficulties on onboarding Payment instrument • Difficulty on Ticket Purchasing 	4 hours	48 hours
PRIORITY P3 (STANDARD)	Priority THREE escalations are used for system faults where an issue was detected but identified as improvement to app where normal operation is not affected. this priority allows for work to be scheduled as part of a planned version updates.	8 hours	Issue dependent

Note : The target times apply to normal operational hours only.