

**产品支持客户服务政策**

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政策说明Policy Statement

本政策确定执行产品支持或者客服项目的组织级的期望。

This policy establishes organizational expectations for executing product support/customer service projects

背景Background

产品支持或客户服务方法的目的是创建服务管理、服务准备和过渡和Ticket管理过程。

The purpose of product support/customer service methodology is to establish processes for service management, service setup & transition and ticket management.

服务管理过程强调的是为SGC产品支持或者客服项目提供路线图和方法。

Service management process emphasizes on providing a roadmap and methodologies for executing product support/customer service projects at SunGard China

服务准备和过渡过程解决的是准备产品支持或者客户服务运行所需的各种活动。

Service Setup and transition processes addresses the activities required for setting up a product support/customer service operations

Ticket管理过程强调的是处理和解决用户提出的各种类型的Ticket所需的各种活动。

Ticket management process emphasizes towards the activities required for handling and resolving different types of product support/customer service tickets reported by the users

适用范围Scope

该过程适用于SGC产品支持或客服项目和团队。

This process is applicable to all the projects and teams, who are involved in the execution of product support/customer service projects at SunGard China

上面所定义的所有项目应该执行以下产品支持或者客户服务过程、模板和指南：

All projects as defined above shall implement the following product support/customer service process, templates & guidelines:

1. 服务管理过程Service management process
2. 客户档案信息模板Customer profile information template
3. 服务等级协议模板Service level agreement template
4. 工作说明书模板Statement of work template
5. 服务管理计划模板Service management plan template
6. 项目移交模板Project handover template
7. 项目移交检查表Project handover checklist
8. 产品支持或客服工作分解结构Product support customer service work breakdown structure
9. 项目状态报告模板Project status report template
10. 裁剪指南Tailoring guidelines
11. 裁剪检查表Tailoring checklist
12. 产品支持生命周期阶段指南Product support life cycle phases guidelines
13. 服务准备和过渡过程Service setup and transition process
14. 过渡策略模板Transition strategy template
15. 知识转移计划模板Knowledge transfer plan template
16. 基建和设施计划模板Infrastructure and facilities plan template
17. 上线准备评审检查表Go live readiness review checklist
18. Ticket管理过程Ticket management process
19. 已知错误数据库模板Known error database template
20. 金仕达服务手册Kingstar customer services manual
21. SQA审计检查表-产品支持或客户服务项目SQA audit checklist for product support/customer service projects

高层将定期地对产品支持或客户服务活动进行评审，SQA团队对这些活动的合规性进行客观地评估。

Product support/customer service activities will be reviewed periodically by senior management and the process will be objectively evaluated for adherence by the SQA team

**文档控制**

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