

# REAPIT TECHNICAL SUPPORT POLICY 2019

## Standard Support

The core responsibility of the Service Desk team is to provide to Customers advice and guidance on the accurate and effective use of the current products and services they receive from Reapit. Where the product / service is not working as designed, in the first instance they will endeavour to provide guidance on how to work around the issue and escalate the underlying issue to our product development team to review.

The support team are not able to input / undertake data entry or tasks that are the responsibility of the Customer within the scope of standard support.

## Standard Requests

Standard requests relate to the day to day maintenance that a Customer may require of their product or service, where it is not made available to them via Self Service. These requests will be

- pre-approved and listed on our Internal Service Catalogue
- simple and routine in nature and consequently, low risk
- capable of being fulfilled <= 2 Hours
- Will have a defined and tested procedure to fulfil

Some common examples are highlighted, for reference

Standard Request	Example
Office Management	Add, Remove and update details for an office in RPS
Portal Management	Add, remove feeds to portals listed on Portal policy
Configuration	Setting of standard configuration (default fees, sources, document types et al. Addition of pre-approved standard workflow / task plans or

	maintenance of existing (change of scope, change of email)
Integration	Addition of an agreed integration as listed on the Business Service Catalogue

## None Standard Requests

A none standard request is one where one or more of the following criteria are met :-

- is not pre-approved and will require  $\geq$  2 Hours to fulfil
- requires business requirement analysis and impact assessment
- considered to carry risk
- requires the need to co-ordinate outside of the Service Desk team and manage input of multiple delivery teams

None Standard Requests must be raised via the CSM (Customer Success Manager) who will engage with the Reapit Demand Management process.

Examples of none standard requests:

Standard Request	Rationale
Implement Lettings functionality for a client	Requires cross team co-ordination (templates, Portal feeds, configuration). Requirement analysis required
Add an additional department to an existing client	Requires requirement analysis and definition, co-ordination across teams