

The Cloud9 Service Standard

The Service Desk objective is to provide a single point of contact between the Customer and Cloud9. Cloud9 shall provide a Service Desk which will undertake the following activities:

- Answer incoming telephone calls & emails
- Assess the incident / requirement
- Log the incident / requirement as a traceable ticket
- Assign the ticket to the appropriate resource
- Undertake and manage communication between the Customer & Cloud9

Contacting the Cloud9 Service Desk

The Service Desk is contactable:

support@cloud9.uk.com
0121 546 0405 (working hours – Mon – Fri 9/5)
0808 197 6129 (if applicable, outside of working hours)

Incident Logging

Cloud9 shall ensure that the following information is recorded using its' Customer Management System (CMS). For each new Incident logged with us, Cloud9 shall obtain the following information:

- Customer contact details
- Services that are affected
- Time and date the Incident occurred
- Ticket type (i.e. Incident, service requests or changes etc)
- The priority (i.e. Priority L1,L2 etc)

Incident Updates

Cloud9 shall provide the Customer with updates to Incidents according to the below table for all of its' Service Contracts:

Incident Type	Updates until resolution
Critical (L1)	Hourly
Major (L2)	2 Hours
Minor (L3)	6 working hours

Critical L1 Incident Escalation

In the event of a critical L1 incident being logged with the Service Desk, the Customer has access to the below critical incident escalation procedure:

Time to Escalate	Department / Personnel	Owner
Immediate / 1 hour	Service Desk	Service Desk
>2 hour	Service Desk Manager	On Call Manager
>4 hours	Operations Director	Director

Critical L1 Incident Points of Contact

During the course of any Critical L1 or Major incident, The Customer may use the below table of contact and escalation point.

Role	Name	Telephone Number
Service Desk Manager	Attending On Call Manager	0121 546 0405 0808 197 6129
Operations Director	Stuart Allbut	0121 546 0405 07753 404 719



Incident Management

The Incident Management Service (Service Desk) aims to restore operation as quickly as possible and minimise the adverse impact on business operations. Ensuring the best possible levels of service quality and availability are maintained.

Key elements of the Incident Management Service, Cloud9 shall:

- Accept the Incident
- Manage communications both within The Customer & Cloud9
- Undertake diagnosis
- Search the knowledgebase for fixes, workarounds or known errors
- Undertake 2nd / 3rd line diagnosis or remediation
- Apply workaround & fixes
- If the incident is deemed as Critical L1 follow the communication & critical incident management procedure (Critical L1 only)

Incident Classification & Prioritisation

Incident Type	Definition	Cloud9 Response	MTTR (Mean Time To Repair)	Updates
Critical (L1)	A critical Incident is defined as: a total loss of service to an extent that severely impacts the customers' business resilient systems.	15 minutes	6 hours	hourly
Major (L2)	A major Incident is defined as: degradation in service performance, resilience and/or an isolated loss of service that does impact the customers' business.	30 minutes	12 hours	2 hours
Minor (L3)	A minor Incident is defined as: degradation in service performance that does not impact the customers' business.	1 hour	24 hours	6 hours
Service Requests	A pre-defined and pre-approved request does not impact the customers business.	4 hours	-	Upon completion
Change Requests	A request for change of an existing service that does not impact the customers business.	4 hours	-	Upon completion

Incident Closure

Once the Incident is deemed to be resolved, Cloud9 shall undertake the following activities:

- Confirm with The Customer (requestor) that the incident is resolved before closure
- Where applicable, notify The Customer of any preventative measures that need to be undertaken in order to ensure it doesn't recur
- Raise Service Requests to initiative any necessary remedial work
- In the event that Cloud9 are unable to contact the user or it's not deemed practical to do so, Cloud9 shall close the incident on their behalf
- When in conflict, an incident shall not be closed without the agreement between The Customer & Cloud9 Support Managers

