

Wingu Support Specification Requirement

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1 Introduction

This document will detail the requirements Wingu will have to offer support for the services Wingu deliver.

2 Support Description

Wingu provides support to clients for all services delivered from the Wingu public cloud.

2.1 Included services

All Infrastructure-as-a-Service (IaaS) products offered on the Wingu platform.

2.2 Excluded services

All user system and application services loaded by the client on the IaaS services in the Wingu public platform.

3 Service Desk Details

3.1 Service Desk Technologies

Wingu ~~currently uses Jira Service Desk as our support~~offers a service desk solution which is reachable during business hours.

3.2 Service Desk Availability

The Wingu support staff is available during office hours. Clients will be able to log a call at any time via email or the XON Call Center.

4 SLA definition

4.1 Support SLA definition

4.1.1 System Uptime

Wingu aims for a system compute uptime target of at least 99%. This means that even if other Wingu services fail, the compute environment running virtual instances will be available 99% of the time.

4.1.2 Call Priority Assignment

Wingu classify all calls in 3 priority categories

- P1 - Platform impacting issues. Issues which impact on the Wingu service delivery or functionality for all customers.
- P2 - Client specific service impacting issues. These issues have an impact on a client's service delivery ability. These calls will only be classified as P2 after investigation was done and it was established that the fault within the included Wingu SLA rules.
- P3 - All issues with minor impact on a client's service delivery.

4.1.3 Resolution Time

The standard support service level agreement included with any Wingu infrastructure is Next Business Day resolution of a problem.

4.1.3.1 P1 Issues

Wingu undertake to handle calls of this nature on a As Soon As Possible basis, within the parameters of the standard service level agreement.

4.1.3.2 P2/P3 Issues

It means that any service call logged via support@wingu.co.za during 08h00 to 17h00, weekdays in the GMT+2 time zone, will be attended to and resolved by the next business day. Any calls logged after hours or on weekends will be attended to on the next business day, within the parameters of the standard service level agreement.

4.1.4 Exclusions

4.1.4.1 Calls waiting on customer's response

Wingu cannot be held responsible for issues not resolved within the specified SLA parameter when clients do not respond to calls in a timely manner.

4.1.4.2 System Administration issues

Problems regarding the operating system and administrative functions on the virtual infrastructure.

4.1.4.3 Application Level support

Problems regarding software loaded on the operation system on the virtual infrastructure.

5 Operation Procedures

5.1 Logging a call

Clients will be able to log support calls in 2 ways, by email or telephonically.

5.1.1 Email

Clients will email their queries to support@wingu.co.za which will automatically open a service call in the Jira Service Desk.

5.1.2 Telephonically

XON Call Center number: 0860787767

Clients will call the XON Helpdesk with their queries. XON support staff will then log a call through the Wingu website (<https://www.wingu.co.za/content/support>) by capturing all the needed information in as much detail as possible. The support submission form will automatically send an email to support@wingu.co.za which will automatically open a service call in the Jira Service Desk.

5.2 Call assignment

Service calls opened in the Jira Service Desk will be assigned to one of Wingu's staff members. Jira Service Desk will send out an automated email response to the new assignee to inform the assignee that a call was allocated to the assignee. The assigned staff member will then resolve the issue and close the call.

5.3 Call escalation

Escalation of an issue will be done in the case that Wingu is not meeting the SLA agreement's specifications. Should a call require to be escalated, Wingu's Programme manager will be notified and will handle the issue personally until resolution is found.

5.3.1 Programme Manager Details

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