International Support Centre Contacts:

**Postal Address.**

Written communication may be sent to:

Customer Support Services  
Concept Systems International Pty Ltd  
P.O. Box 1747, Milton, Qld. 4064, Brisbane, Australia

Courier deliveries may be addressed to:

Customer Support Services  
Concept Systems International Pty Ltd  
Concept Centre  
2 Gardner Close  
Milton, Brisbane 4064,  
Queensland, Australia

**Telephone and Fax Numbers**

**Australian Customers**

- General: 07 3331 7777  
- Customer Support (Australia only): 1800 777 633

**International Customers**

- General: +617 3331 7777  
- Customer Support (International only): +617 3331 7778

**Electronic Mail**  
email@concept.com.au

**Facsimile Numbers**

- General: 07 3331 7790  
- Customer Support: 07 3331 7791
© Copyright Concept Systems International Pty Ltd, 1997
All Rights Reserved. Printed in Australia.

This documentation contains proprietary information of Concept Systems International Pty Ltd and is supplied under a licence agreement containing restrictions on the use and disclosure of the information it contains. This document is also protected by copyright law and may not be copied, reprinted or electronically distributed using any means without the express written consent of Concept Systems International Pty Ltd.

The full terms of use of the software to which this information is related is detailed in the Customer Licence Agreement. The Customer Licence Agreement represents the agreement between Concept and the Customer in its entirety and any contractual obligations implied by this document other than for copyright notices are included for explanatory purposes only.

The information in this document is subject to change without notice. If you find any problems with this documentation, please report them to us in writing.

Concept is a registered trademark of Concept Systems International Pty Ltd. All other product and company names are used for identification purposes only and may be the trademarks of their respective owners.
Contents

INTRODUCTION 1

An Overview of Concept Customer Support Implementation 2

Training 3

Professional Services 3

USING THE CONCEPT INTERNATIONAL SUPPORT CENTRE 4

Request Preparation 4

Configuration Information 6

Preparing for Payroll and Leave Support 6

Oracle Errors 7

The 'Customer Support Request' Form 8

Customer Details 8

Application Details 9

Request 10

Customer Support Details 11

CSR Severity Rating 11

Software Releases 13

Supported Versions of Concept HMS 13

Site Specific Customisation 14

Remote Support and Internet Access 14

Software Release Media 15

Customer Surveys 15

CONCEPT SUPPORT SERVICES 16

Introduction 16

Purpose and Scope 16

Performance Measures 16

Summary of Procedures 16

Glossary of Terms 17

Support Desk Procedures 17

Setup 17

Support Process 18

Processing a Software Fault 20

Processing an Enhancement 21

Escalation And Time-Out Procedures 22

Definition 22

Procedures 23

APPENDIX A 25

Target Timeframes For Contacting Customer 25

APPENDIX B 26

Target Resolution Times 26

APPENDIX C 27

Payroll Checklist 27

Leave Checklist 28

Obtaining 'Trace Files' in Version 7 30

APPENDIX D 31

Customer Support Request

APPENDIX E 33

CSR Flowchart
CHAPTER 1

Introduction

This handbook has been produced to provide users of the Concept HMS systems with a guide to the support services provided by Concept. Whilst we have endeavoured to provide as much information as practicable within this handbook, there will always be some areas which will require clarification and explanation beyond what is possible in a simple guide of this nature.

Concept has a policy of continuous improvement, we therefore welcome customer feedback. Should you require clarification of our services, or have any suggestions or comments, we would be pleased to hear from you.

Changes, additions, alterations and corrections issued between handbook updates will be covered in the Global Concepts newsletter, published quarterly.
An Overview of Concept Customer Support

Concept recognises that comprehensive and consistent support is vital to the success of any large scale software application. We believe that our strategy for provision of support to Concept customers is world class, and follows ISO 9000 quality assurance principles.

Our support facilities are concentrated at our International Support Centre located in Brisbane. The Brisbane Support Centre provides second level support to regional support centres located in New Zealand and the United Kingdom. Concept branch and regional offices also have Technical Support staff who complement the services provided by the International Support Centre. These regional offices perform the following:-

- co-ordinate contact between your organisation and the various teams within Concept (Support, Consulting, Finance, Training, etc.), to ensure that your expectations are met.
- work with you to co-ordinate resources to assist in implementation of Concept upgrades and additions to ensure successful operation.
- provide feedback to Concept about issues in your organisation and industry sector.
- pro-actively verify that you continue to be satisfied with *Concept HMS*, support services, consultancy services and other important aspects of your investment in Concept.

Concept offers a range of additional support services which are outside the scope of this guide, all designed to help you make the most of *Concept HMS*. These additional services are described briefly on the following page and more detailed information is available from your Account Manager.
Implementation

Concept Professional Services Group provides extensive consultancy services to ensure a successful implementation of Concept HMS in your organisation. Our services during an implementation may range from project management, upgrade implementation, business process reviews, performance tuning, database administration and maintenance, customisation and report writing, bringing together a proven methodology and vast experience.

For further information about Concept consulting services, please contact the International Support Centre or your local Concept office.

Training

Concept recognises the importance of well trained and confident staff to the successful use of the Concept Human Management System. Concept offers a comprehensive range of training courses designed to increase user confidence and skills. These courses can be tailored to the particular experience levels and job functions of those attending, and can be delivered on-site, at a Concept branch office facility, or at Concept head office in Brisbane.

The training provided by the courses ranges from basic usage of the Concept products and functions to advanced use of processing and reporting sub-systems including Payroll and Leave, to specialist training for Payroll Managers, Leave Clerks, Recruitment Staff and other HR personnel using Concept HMS, to Oracle training for database and systems administrators.

In addition to the structured training courses offered, Concept can also construct an education programme specifically to suit the needs of a customer organisation, either at your premises or ours. These purpose-designed programmes can have the same structure as scheduled courses, or be completely tailored to your specific requirements.

For further information about Concept education services, please contact the International Support Centre or your local Concept office.

Professional Services

Concept can also provide general business and HR consultancy services including process review and modeling, as well as a range of technical consultancy and value-added services including database tuning, database administration, systems administration and payroll processing services.

For further information about Concept consultancy services, please contact the International Support Centre or your local Concept office.
CHAPTER 2

Using the Concept International Support Centre

This section of the Customer Support Handbook is designed to help you get the maximum benefit from the services provided to Concept HMS customers and users by the Concept International Support Centre.

All requests for services are initiated through a Customer Service Request (CSR). A “CSR” is a formal request to the International Support Centre for assistance - it may be a query, a problem report, a clarification request, a change request, or some other form of required advice or assistance. CSRs can be logged by telephone, fax, Email or by post. Each CSR we receive is allocated a unique number. This allows us to track and manage your request efficiently and should be quoted in all communication.

Request Preparation

Before contacting the Concept International Support Centre, you should first consult the appropriate Concept documentation to find out if the difficulty you are experiencing is due to misoperation or misunderstanding of the system.

To ensure the most effective resolution of a support request, Concept requires that each customer has a single point of contact for queries; this is usually the Application Manager or System Administrator. Users should contact this person to find out if the difficulty being experienced has already been reported, or perhaps even dealt with in a previous CSR.

If the problem has not been previously resolved or a CSR raised, the Concept HMS application manager should contact the International Support Centre after carefully recording the symptoms of the problem and the circumstances in which it is experienced.

Concept requires that a Customer Support Request (CSR) form be completed to report difficulties to the Concept International Support Centre. An example of this form is provided in Appendix D of this handbook. Also refer to the ‘Customer Support Request Form’ section later in this chapter for instructions on how to complete the form.
To correctly complete the CSR form and assist the Customer Support Services team member in resolving the problem, you will need to know some or all of the following information:

☑ What screen or function are you using when you experience the problem? You will need to know the module name (e.g. FC102) from the top left corner of the screen. You will also need to know the Version and Release number of Concept HMS from the same location (e.g. Version 7.10.020).

☑ What outcome were you expecting from this screen or function?

☑ What outcome are you actually getting (or not getting), including any error messages which may be displayed?

☑ Is anyone else in your organisation known to be experiencing this problem?

☑ Is this the first time you have tried this operation or function? If not, when was the last time you tried it?

☑ Has anything changed since the last time you successfully carried out this task or function (version upgrade, patch applied, Oracle version updated, operating system changed, condef's or other configuration changed etc.)?

☑ Does the problem occur every time you use this feature or function? If not, what are the circumstances of usage when the problem does occur?

☑ Are there any other application packages running which may be conflicting with Concept HMS or the Oracle RDBMS?

☑ Have you dumped the screen and any related reports to a printer to include with the CSR?

☑ Have you established that the problem exists in the latest version of Concept HMS by recreating the scenario in your development environment?

Once you have this information, complete the Customer Support Request (see Appendix D), allocate an internal customer reference number for your own tracking purposes, and call the Concept International Support Centre or send a facsimile copy of the completed CSR and supporting documentation to the Concept International Support Centre.

In the event that the initial notification of the problem occurs via telephone and the difficulty cannot be resolved immediately, you will be asked to send a facsimile copy of the completed CSR and any supporting documentation to assist further investigation of your problem.

If the problem is known to Concept, a software “patch” may be available for immediate dispatch to rectify the problem. Otherwise, Concept will assign a CSR Number, advise you of this number and then proceed to resolve the CSR according to the Concept procedures and service level agreements.
You should record the Concept CSR Number on your copy of the form. Please use this reference in all communications with Concept.

Configuration Information

All CSRs raised with Concept should be filed in a folder or other repository, which should also contain a complete record of your system configuration, hardware and operating system versions, Oracle versions and other information which may be of assistance to Concept in resolving the problem as quickly as possible.

As a minimum, this repository should include your:

- operating system name (e.g. IBM AIX V3.1.32),
- Oracle RDBMS Version Number (e.g. V7.1.4.1.0),
- Oracle SQL*Forms Version Number (e.g. V3.0.13.15.0),
- Oracle SQL*Plus Version Number (e.g. V3.1.3.5.1),
- your Concept HMS Version and Release number (e.g. V7.10.020) and
- any patches which have already been applied to this release (e.g. V7.10.020.01, V7.10.020.B02, etc.).

Preparing for Payroll and Leave Support

The Concept HMS Payroll Management and Leave Administration modules are sophisticated processing applications with complex, interactive links which can make problem resolution more difficult unless certain additional preparation is carried out before a support call is made.

Our experience has shown that a small range of issues often create problems, particularly for new and inexperienced users of the Payroll and Leave modules.

In order to ensure that your Payroll or Leave problem is resolved in the shortest possible time, it is important to have carried out some additional preparation before you make contact with the International Support Centre.

Details of the additional checks are provided in Appendix C.
Oracle Errors

When *Concept HMS* reports an 'Oracle Error', this means that something has occurred at the database level, or within the code of a program, which has been detected by the Oracle error checking processes.

Oracle errors should always be reported first to your DBA or Systems Administrator, who can refer to the Oracle Database Administrator’s Guide to obtain further information about the nature of the error message.

To find out the details of which module, etc., caused an Oracle Error, select the `<DISPLAY ERROR>` function (refer to `<SHOW KEYS>` for the key combination required).

The International Support Centre can provide assistance with resolution of Oracle Errors, however where the Oracle licences were not purchased from Concept, users should be aware that they may be referred to Oracle’s Worldwide Support Centre for attention unless their Software Licence Agreement specifically provides for an alternative Oracle support strategy.
The ‘Customer Support Request’ Form

All formal support requests must be made using the Concept ‘Customer Support Request’ form, commonly called a ‘CSR’. An example of the CSR is shown below, and in more detail in Appendix D of this handbook.

The first page of this form records the essential detail required to allow the International Support Centre to accurately record and classify the support request.

Customer Details

Under ‘Customer Name’, insert the name of your organisation as it appears on correspondence from Concept.

Under ‘Customer Reference No’, enter the identifying number you have assigned internally to the problem - if you do not assign numbers to problems, Concept recommends that you at least maintain a support request log with sequential numbering and use those numbers, as it will give support staff a reference when discussing the problem with other staff in your organisation.

The ‘Date’ field should contain the date on which the CSR was lodged, not the date on which the problem first arose.
The 'Customer Contact' field records the name of the person whom Concept’s support staff should call to discuss the details of the CSR. This person should have all relevant detail available to them. Also provide telephone and fax numbers for this person in the appropriate boxes.

The 'Customer Problem Owner' field is for your internal use and allows you to record the name of the person who reported the problem (typically the Concept HMS Application Manager), if this is different from the person lodging the CSR form.

The 'Total Pages Sent' field should record the total number of sheets included with the CSR, including the form itself, so that the International Support Centre can quickly identify any missing pages.

### Application Details

This section records the details of the Concept HMS module to which the CSR is related and allows the CSR to be quickly allocated to a support team member with the appropriate expertise to resolve the problem.

The 'Version and Release Number' can be found from the top left corner of the Concept HMS screen - e.g. version 7.10.020. This number is critical as a problem may be version-specific.

The 'Product' is the grouping in which the program resides, usually referenced from the Main Menu of Concept HMS - e.g. Personnel, Payroll, Leave, etc. If uncertain of which product is involved, contact your systems administrator or application manager.

The 'Menu' field records which Concept HMS menu the module or function concerned was launched from. The menu number can be found at the top left of the menu screen - e.g. '100' for the Main Menu, '800' for the main Payroll Menu, etc.

The 'Menu Name' field records the description of the menu, which can be found adjacent to the menu number - e.g., menu 100 would be 'Main Menu'.

The 'Module' field records the identifying numbers of the actual form or report to which the CSR is related. This is usually a three digit number with a one or two character prefix e.g. FC452. The module number may also be read from the menu, in most cases, by recording the numbers in the second column after the menu option number, e.g.:
For a more detailed explanation of the layout of menus and screens, refer to the 'Before You Begin' section of the relevant Concept HMS User Guide.

### Request

This portion of the form records the type of support you are seeking, how critical it is to the ongoing operation of Concept HMS at your location, and what you believe has occurred.

In the first line, place a tick [ ] in the box which best describes the type of support you need.

A 'Query' can be any question related to the operation on Concept HMS or related matters, including 'how to' questions and clarification of the way the system should be expected to operate in a given situation. If no other option clearly describes the nature of your request, tick 'Query'.

A 'Problem' means that something is happening in the system which in your opinion indicates that Concept HMS is malfunctioning, with the likelihood of a fault in the software.

An 'Enhancement' is a change you would like made to Concept HMS, for any reason. It may, for example, be a change required to a report format or screen layout. Any CSR raised that is not a request to fix malfunction code will be classified as an enhancement and treated accordingly.

'Other' can be used as a 'catch-all' for any CSR which does not really fit into the above classifications, particularly if you believe you have a software fault but cannot be certain.
The rating of the severity of CSRs is explained in the next section. Read this section and then write the number which most closely describes the impact of the problem you are experiencing in the box provided. Please take care to accurately classify your CSR as this will streamline its handling by Concept.

A full 'Description' of the problem should be provided to assist Concept in allocating and handling the CSR upon receipt at the International Support Centre. Additional space is provided on the rear of the form to describe the problem in greater detail.

'Supporting Documentation' is any additional print-outs, screen prints, trace files, etc., that you have been asked to provide with the CSR or which you believe may assist in its rapid resolution.

A 'Trace File' is a special file generated by many Concept HMS modules and is stored in your personal directory on the host computer. See Appendix C for more information about trace files.

A 'Screen Dump' is a printed likeness of a Concept HMS screen which is usually created by pressing the <PRINT> key in Concept HMS or the <PRINT SCREEN> key of your PC terminal.

A 'Report' is something Concept HMS generates on request, like a Payroll Exception Report, from a menu option or process chain.

A 'Test Scenario' is a script used for formally testing a particular function and usually includes the details of all information entered before the function was launched.

Customer Support Details

This section is for the use of the International Support Centre for recording:

- the CSR number allocated to the CSR by Concept on receipt.

  You should use this reference number in all discussions and correspondence with Concept relating to this CSR.

- the Concept Support Contact who has taken responsibility for initial resolution of the problem, and

- the PAR (Product Action Request) is a reference number internal to Concept allocated to the CSR if it is decided that a change is needed to the product to resolve the problem. This number is for Concept office use only.

CSR Severity Rating

Concept maintains a severity ranking system for all Customer Support Requests. This is similar to that employed by many software vendors. This system enables Concept to focus on CSRs according to the impact the problem is having on a customer's business processes.
For example, problems that cause the entire application to fail are accorded the highest severity, whereas problems that can be worked around are allocated a lower severity.

By correctly allocating a severity to each CSR, you are providing Concept with an indication of the importance you place on the resolution of that problem. Concept will review the severity rated to the problem, and determine the priority of the CSR. You will be advised of the ranking of the CSR after receipt is acknowledged.

Should you disagree with the Severity allocated to your CSR, you should contact the Concept Customer Support Manager.

> If you allocate a CSR a severity which implies immediate action, Concept requires that you allocate staff in your organisation to be available to work with Concept support staff until the problem is resolved. If Concept support staff attempt to contact your organisation to resolve a high priority CSR and cannot contact the appropriate personnel, the priority will be downgraded to reflect this. In this event, Concept will advise you by fax or EMAIL. Please ensure that all high severity CSRs have the details of a contact person who will be available until the problem is resolved.

The target time frames for resolving CSRs are as follows:

<table>
<thead>
<tr>
<th>Severity</th>
<th>Business Impact</th>
<th>Implications</th>
<th>Target Acknowledgment Time Frame</th>
<th>Target Resolution Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical</td>
<td>System is causing severe dissatisfaction, system is unusable. No work around is available. E.g. Payroll does not operate.</td>
<td>1 hour</td>
<td>Work until resolved</td>
</tr>
<tr>
<td>2</td>
<td>Significant</td>
<td>Important system features are unavailable with no acceptable work around. E.g. when heavy manual intervention is required. This normally restricted to payroll issues.</td>
<td>4 hours</td>
<td>2 business weeks</td>
</tr>
<tr>
<td>3</td>
<td>Moderate</td>
<td>Problem causing irritation and has some business impact. For important system features a work around is available. For less important features no work around is available.</td>
<td>4 hours</td>
<td>Where possible next scheduled release</td>
</tr>
<tr>
<td>4</td>
<td>Minimal or Enhancement Request</td>
<td>Information or enhancement request, minor impact only. No work around required</td>
<td>4 hours</td>
<td>Scheduled for next release + 1</td>
</tr>
</tbody>
</table>

Investigation of the CSR and development of a resolution strategy will proceed on the basis of the agreed severity. During investigation, Concept
will review the CSR, options for resolution and assess the impact of the options on the product.

A combination of the severity and product impact will determine the resolution strategy and time frames. Our aim is to resolve the problem quickly and efficiently. Resolution times reflect the maximum time Concept expects it will take to resolve the CSR. Resolution of a CSR may mean the provision of a temporary solution.

Where CSRs are not resolved within the targeted time frame, they will be automatically escalated to a higher priority.

Software Releases

There will be times when your CSR has identified malfunction code within Concept HMS which can only be resolved by applying an ‘emergency patch’ to the software.

It is important to understand the difference between a Version, a Release and a Patch. Concept releases consist of a four-block numbering system - e.g. Version 8.02.002.03.

The first two sets of digits (i.e. ‘8.02’) identifies the Version number of the software - the first digit (e.g. ‘8’) will increment when major changes in functionality are introduced; increments in the second set of digits (e.g. ‘02’) indicate a significant change in functionality.

The next digit set (i.e. ‘002’) identifies the Release number within the Version. Version 8.02.002 is the 2nd Release of Version 8.02 of Concept HMS. A Release is typically a maintenance update which contains all Patches produced since the previous Release. Releases may also contain some minor functionality enhancements. Two or three Releases will typically be introduced by Concept in any one year.

A patch is identified by the fourth digit set (e.g. ‘03’) which does not appear on your screen but which is recorded in the database for identification by Concept.

Patches are typically temporary fixes for faults pending the availability of a Maintenance Release. A patch will have undergone unit testing, however in most cases it will not have undergone integration and system testing nor may it have been tested by customers in a production environment. A patch should only be installed on an as needs basis.

It is your responsibility to provide adequate expertise to enable you to install and verify the correct operation of a patch, release or version. Concept can, however, arrange for appropriate Professional Services staff to assist you with the installation of any of these for a nominated charge.

Supported Versions of Concept HMS

Support of Concept HMS is limited to the most current production release.

At the time of producing this guide the current Forms 3 Version is 7.10.28
and the current Forms 4.5 Version is 8.02 for both character mode and GUI. The most recently superseded production version is also supported for a maximum of 12 months from release of the current production version.

Supported in this context means that Concept will issue patches for any malfunctioning code in the current production release and may issue patches for the superseded version within the supported period, dependent upon the severity of the identified problems.

Should you require more comprehensive support of an unsupported version, Concept may at its sole discretion provide such support on a case by case basis. Where support is provided, Concept reserves the right to increase maintenance rates on a 'user pays' basis to offset the additional costs incurred.

Site Specific Customisation

It is the policy of Concept to provide support for the standard release version of Concept HMS - i.e., we cannot guarantee support for site-specific customisation of the application except where expressly stated in the Software Licence Agreement.

Where Concept HMS code has been modified to include site-specific customisation which has not been incorporated into the standard release of Concept HMS, Concept support is limited to correcting problems that occur in the unmodified code - or that can be shown to also exist in the unmodified code.

This means that the International Support Centre may, if it believes that the problem is restricted to a locally modified program, require you to replace that program with the standard program from the currently supported version or charge you for problem resolution at the current rates.

Remote Support and Internet Access

Concept customers may take advantage of the Concept public FTP area and the on-line Change Management System to speed up access to patch releases, software updates and progress reports on problem resolutions. For details of the FTP and Telnet access requirements, contact Customer Support on 1800 777 633 (within Australia) or +61 7 3331 7778.

In any event, Concept requires that you provide Telnet access (or dial-back modem access where Telnet is unavailable) to allow Concept support staff direct access to your system, when appropriate and agreed, to expedite resolution of a problem.

Concept will not use this access without your express consent. We appreciate the need to maintain absolute integrity and security of your critical information, and we will take reasonable care at all times to avoid infringement or compromise of your data security. Customers are, however, expected to have adequate security procedures in place to prevent unwanted intrusion or data loss.
In addition, Concept requires that all customers maintain a ‘Development’ environment which is a replica of the ‘Production’ environment for Concept HMS at your site.

The ‘Development’ environment should be set up so that Concept can access it when required to expedite support call resolution. You should provide Concept International Support Centre with a Telnet address and a valid username and password for entry or a modem line telephone number which supports dial-back security access, your supported modem transmission standards (e.g. V.32, 9600 baud, full duplex, 7 bit, no parity), and a valid username and password for entry, whichever is appropriate. The password should be changed for each Concept access event for additional security.

Software Release Media

Concept patch, release and version issues are currently available via the FTP facility to be collected when required at the client’s convenience.

Alternatively, the software may be issued on standard magnetic media in 4mm DL format or 0.25” QIC-150 format. Tapes are invoiced to customers at cost, including shipping and packaging charges, and the media cost is rebated on return of the tape to Concept.

Customers requiring software releases in formats other than those above may be required to reimburse Concept for the cost of conversion of magnetic data to the required format. In these cases, no rebate will be made for returned media.

Concept warrants that the standard media on which software is shipped will be free of defects in material or workmanship during normal use for ninety (90) days from the date of shipment. If you receive media which is faulty, contact the International Support Centre and we will arrange for a replacement tape to be sent. Faulty tapes must be returned to Concept together with replacement tapes for media rebates to be available.

Customer Surveys

From time to time, Concept will conduct customer surveys to measure your satisfaction with our problem resolution processes, general software functionality, relationships with Concept staff and management, and other areas of concern to Concept. These surveys may occasionally take the form of detailed questionnaires, but will more often be in the form of return mail cards with one or two questions. We would appreciate your participation in these surveys as they will help us to continually improve the service we provide.
Introduction

Purpose and Scope

The purpose of this document is to cover the procedures which are used to provide quality customer support. The scope of this document is to detail procedures to be followed from the moment of call taking, including steps taken to ensure full support has been provided. This document is also intended to be used as a reference for all Support Consultants to ensure standards are implemented and adhered to.

Performance Measures

A set of time based rules has been defined to determine actions taken on a CSR. These rules apply to all stages of the CSR life cycle, including acknowledgment points, status reports, escalation procedures for a CSR and resolution times. With this procedure in place, the Support Consultant will be able to follow this standard to ensure resolution timeframes are met. It is these performance criteria which will be used to measure the quality of support services.

Summary of Procedures

The Support Desk and Maintenance services procedure encompasses two sets of actions; the Support Desk procedure itself and, running continuously in the background, the escalation procedure. The Support Desk procedure is not based on time but on decisions and their corresponding actions. The escalation procedure is an independent series of actions which must be carried out depending on a rigid set of time based rules. The escalation procedure is defined in detail in this Chapter.
The Escalation Procedure’s purpose is to ensure that the customer gets timely response to the CSR. This may entail calling in additional resources from outside Customer Support. The escalation procedure formalises the way in which this is done.

Please note that the following Procedures apply to all CSR’s, but timeframes stated apply to all CSR’s below a Severity 1. In cases of Severity 1 situations the same procedures will apply, but customer contact timeframes and target resolution times will differ. Please refer to Appendix B for target times associated with Severity 1 situations.

Glossary of Terms

Call Taker
The person nominated within the Support Group to be first line Support. It is their responsibility to log the CSR, assess the priority of the CSR, acknowledge receipt of the CSR and forward the CSR and relevant details to the appropriate department.

Investigator
The person nominated within the Support Group to be primary investigators of all CSR’s forwarded by the Call Takers that require investigation to determine if the problem is a software fault/setup issue etc. It is the Investigator’s responsibility to determine the nature of the CSR within set timeframes and report back to the Customer within set timeframes of the outcome of their investigation and either close the CSR or forward to the appropriate department for action.

Support Desk Procedures

Setup

With each customer site, a nominated central point of contact is established to act as the coordinator and reviewer of all problems/CSR’s raised. It is this person that Concept Support Staff will liaise with to obtain clarification of problems, request further information and to whom all correspondence will be sent i.e. status reports, severity changes/reviews, acknowledgment of receipt of CSR’s etc. It is recommended that a backup contact be nominated to cover sick days, holidays, or situations when the central coordinator cannot be reached.
Support Process

1. Concept Customer Support Group is contacted by any one of our customers who have current maintenance contracts or Time and Materials agreements with Concept. CSR’s may be generated from an initial phone query or, the first point of contact with the Support Group being by fax/email. In either case, the CSR follows the same procedures from point of receipt of the fax/email or phone call.

2. Once contact is made with the Support Group the CSR will be entered into a tracking system and allocated an 8 digit log number e.g. 97061234. This log number will be used in all instances by Concept when referring to the CSR.

3. All contacts made are logged manually into a logging system which records the date/time and details of the contact. All details are held there permanently for ongoing maintenance and future history of calls. Because the escalation time stamps starts when the call is logged this must be done while the customer is on the phone. The customer should be given the call log number during this initial call if the call cannot be resolved within the duration of the call.

4. If the call does not require any action from Customer Support then either a message or the call itself will be passed to the appropriate person or department. If there is any ambiguity the call will be treated as customer support’s responsibility until proven otherwise. Once the appropriate person has been alerted to return the customer’s call and that person has acknowledged responsibility for calling the customer, the log is updated with the time and date that the message was passed and who it was passed to. The CSR is then closed.

5. Once a phone call has been logged, if it is not resolved in the duration of the initial call, and further information is required, it is the responsibility of the Call Taker to ensure that a CSR is requested and received. The Call Taker is responsible for contacting the customer within 60mins of initial phone contact if the CSR has not been received. The Call Taker is also responsible for ensuring all relevant information has been provided and if further documentation is required, that this is requested within 2 hours of receipt of the CSR.
6. On receiving the CSR it is the responsibility of the Call Taker to acknowledge receipt and review the customer rated impact of the problem to determine the severity of the CSR. This severity assessment phase is to be completed within 2 hours from initial contact (i.e. phone call or faxed CSR) and the customer notified of both receipt of CSR and severity allocated to the CSR.

It is the responsibility of the Call Taker to update the Support system to reflect all activities associated with the CSR and forward to the appropriate area, if further action required. Possible courses of action on completion of the Call Phase are as follows:

CSR resolved by Call Taker - Customer notified within 30 minutes.
- Logging system updated and CSR closed.

CSR raised as an enhancement request - Customer notified and CSR forwarded to the Product Panel for review.

CSR raised as a general query - Customer notified and CSR forwarded to the Investigation Team.

CSR raised as a software fault - Customer notified and CSR forwarded to the Investigation Team.

The Call Taker is responsible for notifying the Customer within 4 hours of receipt of CSR, as to the current status of the CSR and where applicable (if investigation is required) any available details/outcomes of investigations to date.

7. It is the responsibility of the Investigation Team to contact the Customer by phone/fax or email, no later than 2 days after receipt of the CSR (or the last point of contact with the customer), to provide feedback on the outcome of investigations. In cases where the type of problem is still not ascertained, the Investigator is responsible for the CSR until the cause is determined and the Customer notified of the outcome.

It is the responsibility of the Investigator to update the Support system to reflect all activities and outcomes associated with the CSR and forward the CSR to the appropriate area, if further action is required. Possible courses of action on completion of the Investigation Phase are as follows:

CSR query resolved by Investigator - Customer notified of outcome and CSR closed.
CSR determined to be an enhancement - Customer notified and CSR forwarded to the Product Panel for review.

CSR determined to be a setup issue - Customer notified of how to resolve issue and CSR closed.

CSR determined to be a Severity 1 or 2 fault - Customer notified and CSR forwarded to the Technical Group for emergency patch to be released.

CSR determined to be a Severity 2 software fault - Customer notified and CSR forwarded to the Product Development Group for scheduling into a future release.

CSR forwarded to 2 Product Panel members to determine if CSR is a software fault or enhancement. - Customer notified of outcome and CSR forwarded to the relevant area i.e. Technical Group or Product Development.

---

**Processing a Software Fault**

All CSR's that have reached this phase of the CSR Life Cycle have now been determined to be a software fault. The next course of action for the CSR is dependent on the severity. The two courses of action are as follows:

Software fault = Severity 1 or 2

1. Customer Support Manager advised of Severity 1 or 2 CSR.
2. CSR added to severity bulletin board.
3. CSR sent to Technical Support Group for programming changes to be carried out, if necessary.
4. Logging system updated by Support Consultant of action taken by Technical Consultant and expected completion time for programming.
5. CSR sent to Testing group for final checking. Logging system updated.
   5.1 Patch and release documentation are independently tested for functionality, quality of content and installation.
6. Patch created by the Technical Consultant. The patch will be provided to the Customer by preferred media method ie tape, disk, email, ftp.
7. Please note that in certain circumstances a workaround solution may be implemented directly into the Customer's production site by remote login.
8. Patch provided to customer. Logging system updated and CSR closed.

9. Patch sent to Product Development Group for inclusion into the next release.

10. If the software fault affects all Customers, the Support Consultant will notify all sites (by fax or email), and ensure the patch is made available to all Customers and location offices. (See Appendices A and B for resolution targets).

**Software fault = Severity 3 or 4**

1. CSR sent to Product Development Group for inclusion into a future release. Logging system updated.

2. It is the responsibility of the Product Development Group to provide the Customer Support Group with weekly status reports of CSR’s received and expected scheduled release date and number.

3. Support Group to advise Customer of expected release date. Logging system updated.

4. With the information provided by the Product Development Group, the Call Taker is responsible for advising Customers on a monthly basis of the status of their open CSR’s and any changes/actions that have taken place i.e. programming completed, testing to commence. In this way Customers can be assured that work is proceeding on schedule.

5. Once the CSR is provided in a release from the Product Development Group and Acceptance Tested by Support, the logging system can be updated with the relevant release number and the CSR closed.

**Processing an Enhancement**

CSR forwarded to the Product Panel for review. The Product Panel will determine the outcome of the enhancement. Possible courses of action are as follows:

1. To be included as part of core product. Sent to the Product Development Group for inclusion into a future release. Note: this is dependent on time frames and the Customer’s needs.

2. Accepted as a Customised enhancement, created on a Time and Materials basis and supported on a T&M basis. If Customer wishes to proceed, CSR sent to Technical Group for customisation. Customised patch sent to Customer.


On review by the Product Panel, the Customer is notified of the outcome. It is the responsibility of the Support Group investigator to ensure the customer is notified and the logging system updated.
Core Enhancements

CSR’s included as part of core are forwarded to the Product Development Group and from that point on are treated in the same manner as any non-severity 2 CSR.

Non-core enhancements

1. Customer notified and logging system updated.
2. Customer to advise Concept if quotation phase for work to proceed.
3. If work to proceed, Concept Customer Support Group to forward CSR to the Technical Group for scheduling, initial specification and quotation phase.
4. Customer notified of quote for customisation and maintenance costs associated with supporting the customised programs.
5. If accepted, Technical Group proceed with work and provide patch to customer. If Customer decides not to proceed, logging system updated and CSR closed.
6. Technical Group advised Support Group on completion of project and logging system updated. CSR closed.

Enhancement will not be implemented

Customer Support Group to advise Customer of outcome of Panel meeting. Logging system updated and CSR closed.

Please note that the Product Panel convenes every month. Feedback on outcomes of CSR’s presented at these meetings will be notified to the customer within 5 working days, following the meeting.

Escalation And Time-Out Procedures

Definition

To ensure a speedy and effective response to Support calls, each call is given a severity based on the sensitivity of the fault and the customer’s perception of its impact. All Severities have a standard set of time-based rules to be met during the CSR’s life cycle. These time targets reflect reasonable time-limits within which customers can expect both updates on the CSR and expected resolution of the problem and not time-scales that are considered suitable by Concept.
The timings for each contact stage in the CSR's life cycle and the resolution times for that CSR commence from the initial contact with the Support Center through to closure of the log on resolution.

**Procedures**

1. It is the responsibility of all Call Takers to log each call received at the time of the call to ensure that the monitoring of response and resolution times take effect from the moment the call is received. In cases where the first point of contact is by fax the call time will be the time the CSR is logged into the system (i.e. no later than 2hrs from time of CSR being sent. Refer to Target Timeframe Table, Appendix A).

2. It is the responsibility of the Call Takers to check Concept Fax Arrival trays at two hour (2hr) intervals, to ensure every CSR received is acknowledged within the 2hr timeframe.

   Fax trays will be checked at 8:30am, 10:00am, 12:00pm, 2:00pm, 4:00pm and 5:30pm during business hours.

3. Using existing Help Desk tracking software, it is the responsibility of all Customer Support Consultants to continually update the system with all recorded actions against the CSR. It is these figures that will be compared against current date/time to determine if time-out limits have been exceeded to trigger the escalation process.

4. It is the responsibility of the Customer Support Manager to monitor all call traffic to identify any potential problems and determine a course of action to prevent possible time limits from being exceeded.

5. In cases where time-limits are exceeded, both the Support Consultant assigned to the CSR at that time and the Support Manager, will be notified by the tracking system that a limit has been exceeded.

6. If the time-out limit exceeded is a scheduled contact point with the Customer (i.e. call back time missed), the Support Manager will take responsibility for ensuring that contact is made within 60 minutes of time-out notification.

7. If the time-out limit exceeded is the target resolution time (as in the case of a Severity 2 not being resolved within 2 weeks), the Call Taker will contact the customer to inform them of the action being taken and the Support Manager is notified. This may involve dedicating additional resources from other areas to facilitate a speedy resolution. If this is required, line managers from the relevant departments will be involved in this process. The Support Manager will provide a new 2nd level expected delivery time to the Customer and update the logging system with this new timeframe.
8. If the revised delivery date (given by the Support Manager) is exceeded, the problem is escalated to the Professional Services Manager who is notified of the problem, and the customer contacted to inform them of action being taken. Professional Services Manager to advise customer of 3rd level delivery date.

This escalation procedure is designed to involve those individuals that have the authority to speedily effect the resolution. The path of the escalation is to follow the Concept line management organisation structure. This may eventually result in the Managing Director getting involved in cases where the CSR is not resolved on the 3rd level delivery date.

Where a manager is not available to handle the escalation of a problem then the responsibility for handling such must be immediately passed to that person’s deputy (where defined) or their immediate line manager.

9. Once the CSR is resolved, all involved parties are notified and the tracking system is updated to reflect this.
## APPENDIX A

### Target Timeframes for Contacting Customer

<table>
<thead>
<tr>
<th>Customer Related Actions</th>
<th>Concept/Response and Actions</th>
<th>Maximum Timeframes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Received from Customer</td>
<td>1. Call logged in system</td>
<td>During call</td>
</tr>
</tbody>
</table>
|                          | 1.1 Query Resolved during call  
Update logging system.  
Close Call. | During Call |
|                          | 2. Call could not be resolved in the duration of the call. |  |
| Customer Notified.       | 2.1 Resolve query if not requiring further action or investigation from other areas. Notify customer and update logging system. Close CSR. | 30 minutes |
| Customer to send CSR.    | 3. Request a CSR be sent with supporting doco. |  |
| Customer Contacted       | 3.1 If no documentation received contact Customer as a follow up and update logging system with action. | 60 mins |
| CSR Received and Customer notified. | 4. On receipt of CSR determine priority. Send notification of receipt of CSR and assessed severity rating and update logging system. | 2 hours |
| Customer notified.       | 5. Forward to relevant area and update logging system.  
i.e. Product Panel/Product Dev/Investigation Team  
Notify Customer of Status of CSR. | 4 hours |
| Customer notified.       | 6. Notify Customer of CSR status. Update logging system. | 2 days |
|                          | 6.1 If CSR resolved as a result of investigations, notify Customer and update logging system. Close CSR. |  |
| Customer notified.       | 6.2 Provide update on status of CSR to Customer, such as - outcomes of investigations, results of Product Panel meetings, expected delivery dates of patches, scheduled release number etc. Update logging system. | 2 weeks |
| Status Report Sent.      | 7. Monthly status reports to be provided to the Customer stating status of all currently open CSR’s | Monthly |
```
<table>
<thead>
<tr>
<th>Severity</th>
<th>Actions</th>
<th>Target Resolution Timeframes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Once a severity 1 call is received the call is logged and the Support Manager notified. A Support Consultant is assigned immediately and work commences immediately. Customer to be contacted every 15 minutes until strategy decided, then contact every 30 minutes thereafter until resolution of problem OR until Customer is satisfied that the CSR is being actioned appropriately.</td>
<td>Work until resolved</td>
</tr>
<tr>
<td>2</td>
<td>Follow standard support procedures. Provide work around solution or patch to the customer. Send patch to Product Development to be incorporated into next release.</td>
<td>2 Business Weeks.</td>
</tr>
<tr>
<td>3</td>
<td>Follow standard support procedures. Send to Product Development. Notify Customer when release date assigned.</td>
<td>Next Release</td>
</tr>
<tr>
<td>4</td>
<td>Follow standard support procedures. Send to Product Development. Notify Customer when release date assigned.</td>
<td>Next Release + 1</td>
</tr>
</tbody>
</table>
```
APPENDIX C

Payroll Checklist

In the Payroll Setup area, check the following:

- Is the default salary paycode defined as a valid paycode?
- Are the payroll defaults set up?
- Is the paygroup correctly defined?
- Are all the Control Defaults set up correctly?
- Do the job snapshots reflect the periods expected to be paid?
- Was information entered after the Payrun Definition Cutoff Time?
- Are the Tax Scales set up for the correct pay code?

In the Employee Detail areas, check the following:

- Is the employee approved for the paygroup?
- Has the employee already been paid for this period in advance?
- Is the employee on automatic pay? If not, does the employee have valid timesheets for the period?
- Have the employee's timesheets been entered/generated and confirmed?
- Does the employee have a Tax File Number?

In order to establish whether or not an error has occurred in the Payroll Processing, it is necessary to have the following details and relevant print-outs at hand when you call the International Support Centre:

- An accurate statement of the expected pay outcome for each affected employee.
- A detailed breakdown of the actual payments generated for each affected employee.
- Descriptions of any special conditions applying to each employee (e.g. special roster, special classification or occupancy type, agreed rate over-rides, etc.).
- Any theories or suspicions you may have about the cause of the problem (e.g., appears that only employees with surnames beginning with “T” are not being paid).
- A screen print of FC425 - Pay Group Definition (showing the paygroup being processed).
- A screen print of FC749 - Pay Run Definition (showing the pay run being processed).
- A screen print of FC039 - Employee Occupancies and Allowances, and any other relevant forms from this chain.
- A screen print of FD525 - Employee Job Payment History Display.
• Output from RC806N/R - Payroll Processing Exceptions showing the pages relevant to each affected employee.

• A ‘trace file’ for RC806N/R - Payroll Processing Exceptions (this can usually be found in your personal file area with a file name something like ‘RC806N[nnn].TRC’, where ‘nnn’ is the Terminal ID of the user who initiated the program)

Note: RC806N is the normal payroll processing program, whereas RC806R is the payroll processor with retrospective processing. Where ‘retro’ has not been run, only RC806N will be relevant. Where ‘retro’ has been run, the details for both RC806N and RC806R will be required.

If retrospective payments are involved, the following additional information should also be available:

• Output from RC922 - Retrospective Employee Search (only pages for relevant employee(s)).

• Output from RC923 - Retrospective Payments Report (only pages for relevant employee(s)).

• Trace file for RC922 - Retrospective Employee Search (only pages for relevant employee(s)). See above for how to locate this file.

• Trace file for RC923 - Retrospective Payments Report (only pages for relevant employee(s)). See above for how to locate this file.

• Was FD418 - Retrospective List Override - used to insert employees for retrospective processing?

Where relevant to the particular situation being experienced, it may also be necessary to have the following information available:

• A screen print of FC924 - Timesheets (only if timesheets are involved).

• A screen print of FC811 - Manual Payments (only if manual payments are involved).

• A screen print of FC817 - Tax Scale Definition (only if tax calculations are being queried).

• A screen print of FL625 - Roster Definition (only if the employee is on a roster).

Leave Checklist

In the Leave Setup area, check the following:

• Are you using pre-calculated leave balances? If yes, when was the last time RL622 - Create Current Bulk Leave Balances - was run?

• Is the CON_DEF setting ‘FUTURE_BOOKINGS’ set to ‘Y’ or ‘N’?

• Is the CON_DEF setting ‘LV_CONSISTENT’ set to ‘Y’ or ‘N’?

• For each affected leave code, obtain a print-out of the contents of FL610 - Leave Code Definition.

For each affected employee, you will need to know the following information:
• Is the employee entitled to the leave?
• Is the employee’s position fraction something other than 100%?
• Are your leave rules set up correctly?
• Is the public holiday calendar set up correctly?
• Do the job snapshots reflect the periods expected to be paid in advance?
• Is the employee currently on leave?
• Does the employee have other leave bookings?
• What is the employee’s Employment Status?

In order to establish whether or not an error has occurred in the Leave Calculator, it is necessary to have the following details and relevant print-outs at hand when you call the International Support Centre:

• An accurate statement of the expected outcome of the leave transaction.
• A statement of the actual leave as calculated by the system, with problem areas highlighted.
• A description of any special conditions applying (e.g. special roster, classification, etc.).
• Any theories you may have about the cause of the problem.
• For each affected leave type:
  * A screen print of FL610 - Leave Code Definition.
  * A screen print of FL611 - Leave Formula Definition.
  * A screen print of FL612 - Leave Rule Definition.
• For each affected employee:
  * A screen print of FL601 - Leave Entitlements (all pages).
  * A screen print of FL600 - Leave Enquiries Accrualable (at start date of booking).
  * A copy of the calendar to which the employee is attached (if the problem relates to public holidays).
• A ‘trace file’ for RL622 - Leave Processor (this can usually be found in your personal file area with a file name something like ‘RL622[nnn].TRC’, where ‘nnn’ is the Terminal ID of the user who initiated the program).

In the case where the problem related to leave which has not been paid by the Payroll Processor, the following checks should be made before calling the International Support Centre:

• Has the leave booking been confirmed?
• Has the leave booking been reversed?
• Is the leave code also defined as a paycode?
• Has the employee previously been paid for this leave?

**Obtaining 'Trace Files' in Version 7**

Further to the basic information provided above, the following steps are recommended to ensure that the required trace files are correctly printed to provide to the International Support Centre:

• Select the <SHOW KEYS> function (refer to any Concept User Manual for information on this function) and identify the combination of keys for <SYSTEM HOT KEY>.

• Select <SYSTEM HOT KEY> using the key combination shown.

• Select ‘T’ for trace files.

• Select ‘L’ for list - this will list all current trace files.

• Find the latest version of the required trace file by observing the date and time against each file.

• When you have established the required file(s), return to the System Hot Key menu.

• Select ‘T’ for trace files again.

• Select ‘V’ to view the files.

• Enter the file name of the required file (e.g. RL622[nnn].trc).

• At the end of the document, you will be asked if you wish to print it - select ‘Y’.
Customer Support Request

Customer Details

Customer Name: [Name]  Customer Reference #: [Reference]  Date: [Date]

Customer Contact (full name): [Name]  Telephone #: [Number]  Facsimile #: [Number]

Customer's Problem Owner (full name): [Name]  Telephone #: [Number]  Total Pages Sent: [Number]

Application Details

Version (e.g. 8.02.001, 7.10.0.28): [Version]  Module (e.g. Payroll): [Module]  Menu Number: [Number]  Menu Name: [Name]

Program(s) (e.g. F938): [Program]  Program Name(s) (e.g. Leave Booking Form): [Name]

Request (select one option)

- Query
- Problem
- Enhancement
- Other

CSR Severity (please enter severity)


2. Serious business impact. No work around. Severe manual intervention in Payroll/Leave. Service Level - 2 weeks

3. Moderate business impact. Work around available for important system features. Service Level - Earliest possible scheduled release i.e. Where possible next release.

4. Minimal impact, no work around required OR Enhancement Request. Service Level - Non enhancements to be scheduled for next release + 1. Enhancements to be reviewed by Product Panel to determine next course of action.

Description of Problem (please use page 2 to provide a more detailed explanation of the problem)

Supporting Documentation (Supporting material is Mandatory, please tick those attached)

- Trace file(s)
- Screen dump(s)
- Reports
- Test scenario

Customer Support Details

 CSR #  Acknowledgment Date  Concept Support Contact  PAR # (office use only)
**Concept Customer Support Request**

**Customer Support Details**

<table>
<thead>
<tr>
<th>CSR #</th>
<th>Acknowledgment Date</th>
<th>Concept Support Contact</th>
<th>PAR # (office use only)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Description of Request - Additional Information**
*(Hint: The more information you include, the more effective we can be in resolving the request)*

What actually occurred?

What was the expected result?
APPENDIX E

Flowchart of CSR's and Target Timeframes

Start

Call logged

CSR closed during call. System Updated

Query resolved over phone

Yes

CSR closed. Customer advised

Yes

Solution provided in 30mins

No

Request a CSR be sent

Within 2hrs - determine priority and acknowledge

Yes

CSR resolved within 60 mins

No

Contact Customer

Within 4hrs - Forward to relevant dept & advise customer

Within 2 days - CSR closed, customer advised

Within 2 days - advise customer of status

CSR Resolved within 2 days

No

CSR closed, customer advised

Yes

CSR resolved within 1 month

No

Provide customer with monthly status report

No

CSR resolution > 1month

Yes

CSR closed, advise customer

CSR resolved within 2 weeks

No

Advise customer of status

No