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All figures quoted are ex GST
## Version Control

**Title:** Alesco Response Centre Client Support Handbook  
**Issue:** 4.0  
**Issue Date:** October 2011

**Change History:**

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<th>Date</th>
<th>Reason for Amendment</th>
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| 4.0   | Julia Lewis/Kim Hanafee | October 2011 | CSR Severity Guidelines update  
Alesco Version update  
General update |
**Response Centres.** Currently there are Alesco Response Centres in Australia and Malaysia. All support procedures documented herein currently apply to the Australian and Asian Alesco Response Centres.

### Alesco Response Centre – Australia Contacts:

| **Postal address** | Alesco Response Centre  
Talent2 Works Pty Ltd  
Suites 3 & 4, 6 Brodie Hall Drive, Bentley WA 6102  
Australia |
|---|---|
| **Telephone numbers** | Australian clients  
General: 08 9355 8350  
Alesco Response Centre: 1800 777 633  
International clients  
General: +61 8 9355 8350  
Alesco Response Centre: +61 8 9355 8350  
New Zealand clients 0800 777 633  
Alesco Enquiry Desk  
Australian clients 1800 242 220  
New Zealand clients 0800 888 544 |
| **Facsimile Numbers** | Australian clients  
08 9355 8398  
International clients  
+61 8 9355 8398 |
| **Email** | response@talent2.com |

### Alesco Response Centre – Asia Contacts

| **Postal address** | Send written communications to:  
5-03 Wisma LYL  
No. 12, Jalan 51A/223  
46100 Petaling Jaya Selangor |
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1. INTRODUCTION

This handbook has been produced to provide users of Alesco HRIS with a guide to the support services provided by Talent2 Works Pty Ltd.

Talent2 Works has a policy of continuous improvement. Therefore, we welcome client 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 communicated via an email Bulletin to all Alesco clients.

The Alesco Response Centre in Perth, Western Australia provides client support Monday to Friday (business days excluding public holidays) 8.30am to 5.30pm local time at that the client primary site within Australia and New Zealand.

The Alesco Response Centre in Asia provides client support Monday to Friday (business days excluding public holidays) 9.00am to 6.00pm local time at that the client primary site within Asia.

2. AN OVERVIEW OF TALENT2 WORKS SUPPORT SERVICES

Talent2 Works recognises that comprehensive and consistent support is vital to the success of any large-scale, business-critical software application. This chapter discusses the Alesco Response Centre and Client Services available to Alesco clients as part of either standard maintenance or as additional chargeable services.

Talent2 Works Alesco Response Centre

The Alesco Response Centre complements the services provided by Client Services.

Services covered by the Alesco Response Centre – Standard Maintenance Agreement

- Client Service Request (CSR) resolution including telephone and email advice, to accredited users from clients in live operations, following their hand over to the Alesco Response Centre from the implementation consulting team. See chapter 4 – Client Service Requests.

- Clients who are still in implementation phase and have not gone live on the system or have not completed the hand over to the Alesco Response Centre should direct all queries to their Alesco Project Manager/Consultant.

- Software upgrades in the form of pre production patches, minor releases, major releases and new versions. These upgrades are made available through the Knowledge Base in the Numara Footprints Help Desk system. If applicable, upgrades are available on compact disk and are distributed by the Response Centre.

- Technical assistance when upgrading versions of the software is a chargeable consulting service and is not included under the standard maintenance agreement (see section ‘Talent2 Works Client Services’).

- Emergency software fixes to Severity 1 and Severity 2 CSR’s where the problem is identified as a software fault. These fixes take the form of an alpha patch, which is formally released to the client.

- Software fixes to Severity 3 and 4 CSR’s, where the problem is identified as a software fault, are distributed to clients in a formal release to the product.

- User documentation in the form of user guides and release notes.
Distribution of the Alesco Release Schedule that notifies clients of the content of impending patches and releases.

**Services covered by the Alesco Response Centre – chargeable (see Appendix H)**

- Telephone advice to non-accredited users. All contact with the Response Centre by non-accredited users is charged at the rate equivalent to AUD $300.00 for Australian & New Zealand clients or RM300.00 for clients in Asia per hour on a time and materials basis. (See Appendix F ‘Alesco accreditation’ for details on how to become an accredited user). This fee does not apply to issues that are referred to Client Services.

- Contract extended hours of support. When requested, the services of the Response Centre may be extended on a permanent basis to timeframes requested by the client. This is negotiated as part of the maintenance agreement contract and is incorporated into the support charges as an additional maintenance fee.

- Ad hoc nominated after hours support. Where required, a client may request support coverage to be extended. This is usually requested in circumstances when it is anticipated that support assistance may be required during payroll processing (for example, running a pay on Saturday due to a large retro instance and requiring support to be on-call in case problems arise). In these instances, the Response Centre requires a minimum of 5 days notice to ensure the request is effectively resourced.

- Resolution of client induced errors. In certain circumstances the Response Centre is required to log into a client site to resolve a client induced error, for example, reverse out a payroll that has failed due to a database crash. For Asian clients an evaluation will be assessed by Client Services Client Support, Asia.

**It is the obligation of the client to:**

- Ensure a minimum of two accredited users are available to liaise with the Response Centre. (See Appendix F ‘Alesco Accreditation' for details on obtaining user accreditation).

- Ensure a Consulting Services Agreement (CSA) is signed and returned to Talent2 Works International prior to any chargeable work commencing. Please consult with your Account Director.

- Provide the Response Centre with all relevant screen dumps, trace files and information required in order to effectively investigate and resolve the CSR.

- Conduct a thorough investigation of the problem to ensure that every attempt has been made to resolve and rule out setup issues prior to contacting the Response Centre.

**Talent2 Works Client Services**

Talent2 Works Client Services offers a range of additional support services that are outside the scope of this guide, all designed to help you make the most of Alesco HRIS. These additional services are described briefly on the following pages and more detailed information is available from your local Account Director/Account Manager.

In addition, Talent2 Works Client Services also perform the following functions:

- Manages the relationship between our two organisations to ensure that your expectations are met. The local account management team represents you within Talent2 Works and co-ordinates contact with the range of Talent2 Works teams (Product Services, Client Services, Finance etc).

- Works with you to co-ordinate resources, to assist in implementing Alesco HRIS upgrades and additions and to ensure successful operations.
• Provides feedback to Talent2 Works about issues in your organisation and industry sector.

• Ensures that you continue to be satisfied with Talent2 Works, product services, client services and other important aspects of your investment in Alesco HRIS.

Implementation and Upgrade Consulting

Talent2 Works consulting provides extensive consultancy services to ensure a successful implementation of Alesco HRIS 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 consulting, please contact your Account Director at your local Talent2 Works office.

Training

Talent2 Works recognises the importance of well trained and confident staff to the successful use of the Alesco HRIS. Talent2 Works 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 Talent2 Works office facility.

The training provided by the courses ranges from basic usage of Alesco HRIS products and functions to advanced use of processing and reporting sub-systems including payroll and leave. It covers specialist training for payroll managers, leave clerks, recruitment staff and other HR personnel using Alesco HRIS, as well as Oracle training for database and systems administrators.

In addition to the structured training courses offered, Talent2 Works can also construct an education program to suit the needs of a client organisation, either at your premises or ours. These purpose-designed programs can have the same structure as scheduled courses, or be completely tailored to your specific requirements.

For further information about Alesco education services, please contact your local Talent2 Works office.

Business Management Consulting

Talent2 Works also provides general business and human resources consultancy services, including process review and modeling, designed to ensure optimisation of your human resources/payroll function and use of the Alesco HRIS product.

For further information, please contact your Account Director.

Technical Consulting

Talent2 Works can also deliver technical support to ensure the smooth ongoing operation of your Alesco-Oracle RDBMS implementation. Services include database tuning, database administration, systems administration and payroll processing services.

3. ALESCO RESPONSE CENTRE – CLIENT SUPPORT SERVICES

This section of the Client Support Handbook is designed to help you get the maximum benefit from the services provided to Alesco HRIS clients by the Alesco Response Centre. Client Service Requests – CSR’s, are covered in Chapter 4.


**Alesco Response Centre Handover Procedure**

Following the initial implementation of Alesco HRIS for a new client, or a significant upgrade for an existing client, the local consulting team provides initial support, typically for 1 to 3 months. This period of local support is determined by the Alesco Project Manager in agreement with the client. The Response Centre is notified of the handover date. As a general guideline a new client is supported at local/project level for 2 to 3 pay cycles after ‘go live’.

During this time, Response Centre handover documentation is prepared and a formal handover from the local consulting team to the Alesco Response Centre is agreed with the client.

This documentation provides pertinent information to the Response Centre, such as modules in use, accredited users and contact information. The aim of gathering this information is to provide the Response Centre with data that is relevant to support issues so that a high quality level of client service can be delivered.

The Response Centre handover documentation pro-forma is outlined in Appendix G.

During the handover process, a Senior/Principal Consultant from Talent2 Works will review the skills of your accredited users.

An accredited user acts as the client’s gateway to the Response Centre, and is the on-site coordinator and reviewer of all problems and CSR’s raised. The Response Centre liaises with the accredited user to obtain clarification of problems and request further information. All correspondence from the Response Centre (for example, severity changes/reviews and so on) is sent to the accredited user. It is recommended that a backup contact person be nominated to cover sick days, holidays, or situations when the accredited user cannot be reached. For any issues that fall outside the scope of the Response Centre (i.e. issues that are forwarded onto to Client Services) if the user is not accredited it will not attract a charge.

The process of obtaining Alesco user accreditation is set out in Appendix F ‘Alesco Accreditation’.

**Numara Footprints Knowledge Base**

Numara Footprints is the third party software used by Talent2 for logging and tracking issues raised. A Knowledge Base is contained within Numara Footprints and is used as a delivery tool for releases/patches and many other items of information. The Knowledge Base is accessible once you have logged into the system and is referred to throughout this document.

**Alesco Enquiry Desk**

The Talent2 Alesco Enquiry Desk is located in Perth, Western Australia and is the primary contact point for clients when they have a general question or enquiry and wish to talk with someone about it. Clients must be an accredited user to call the Alesco Enquiry Desk. Full terms and conditions of this service are listed in Appendix B.

**Oracle Errors**

When Alesco HRIS report 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.

An Oracle errors can manifest itself in a number of ways. From the perspective of a client using the power user interface, two such ways to identify the origin of an Oracle error include:
1. Selecting the DISPLAY ERROR function from the power user interface (refer to SHOW KEYS for the key combination required).

2. For reports producing errors, viewing the trace file in FG365

The Alesco Response Centre can provide assistance with resolution of Oracle errors; however, where the Oracle licenses were not purchased from Talent2 Works, users should be aware that they may be referred to Oracle’s worldwide support for attention unless their software license agreement specifically provides for an alternative Oracle support strategy.

Installing Alesco HRIS versions, releases and patches

For non hosted sites, it is the client’s responsibility to maintain the currency of the version of Alesco HRIS operated (see supported version of Alesco HRIS) and to provide adequate expertise to install and verify the correct operation of a patch, release or version.

SOFTWARE RELEASES

Software Releases and Versioning

Alesco software is released through pre production patches, minor releases and major releases. The complete version number of any release or pre production patch identifies the release level of the software.

From V13 (October 2011) Minor releases will generally occur every 12 months and major releases generally occur every 2 years. Alesco pre releases, minor releases and major releases utilise a three block version numbering system – e.g. version 13.01.001.

For consistency with contract and general software terminology, a version is a major release and may or may not see a change in the first set of digits.

The first two digits (i.e. ‘13’) identifies the major release number of the software – this will increment when significant changes in functionality and technology are introduced. A major release generally occurs every two years.

The second set of digits (i.e. ‘01’) identifies the minor release number of the software – this will increment when significant changes in functionality are introduced, but generally not technology changes. A minor release generally occurs every 12 months.

The third set of digits (i.e. ‘001’) identifies the pre release patch of the software – this will increment when sufficient work orders have been completed to make them available to clients.

Pre Release Patches

The pre release mechanism is to enable clients to access new program changes in a timely manner without having to wait for the next Minor/Major release which occurs every 12 months with the intention that the client progresses to the following release when it becomes available.

See Appendix I for a detailed explanation of the pre release mechanism.

As with all software, the onus for testing pre release software for stability and compatibility remains with the client. It should also be noted that full system testing for pre release software has NOT been conducted by Talent2. Only specific unit testing relating to the particular work order has been performed.
Software Releases – Clients Testing Responsibilities

As with all software, the onus for testing pre releases, minor releases and major releases in a non production environment, for stability, compatibility and accuracy remains the responsibility of the client.

Software Release Media

Alesco pre release patches and minor releases are made available on the Numara Footprints Knowledge Base. Major releases are issued on CD. Pre release patches and minor releases may also be issued on CD where access to the Numara Footprints Knowledge Base site is not possible.

Clients requiring software releases in formats other than CD may be required to reimburse Talent2 Works for the cost of conversion of magnetic data to the required format. In these cases, no rebate is made for returned media.

Talent2 Works warrants that the standard media on which software is shipped is free of defects in material or workmanship during normal use for ninety (90) days from the date of shipment. If you receive media that is faulty, contact the Response Centre to arrange for a replacement tape to be sent.

Release Schedules

Release Schedules are generally published to the client base via email twice a year, in June and August. The release schedule details the confirmed and anticipated deliverables in the next Minor/Major release. This includes enhancements and bug fixes.

Beta Testing

Prior to every Minor or Major Release, a Beta Testing process occurs if a client site volunteers to participate in this process. The Beta software is made available to the client site via Numara Footprints. The Beta Testing process is undertaken over a four week period prior to the official release of the Software. During the Beta Testing period the client is fully supported by the Alesco Response Centre, and all issues resulting from the Beta Test are acted upon in a very timely manner.

The intention of the Beta testing process is to test and confirm all work that will ultimately be released into the CORE product. The Beta testing process does not take into account customisations that may or may not be affected as a result of implementing the Beta release for Beta testing.

As with any upgrade it should be included as part of the client’s planning process to take into account any customisations that are affected or possibly impacted as a result of the Beta release software. It is recommended that the client to discuss this with their Account Director as part of the planning process for Beta testing.

Any clients who wish to take part in the Beta Testing process should notify their Account Director.

Supported version of Alesco HRIS

The support services detailed in this Handbook are provided to clients operating the most current major release and immediately prior major release of the Alesco HRIS.

Severity 1, Severity 2 and legislative changes are released in the next minor release (subject to cut off times) for each supported major release.

To further assist clients, Talent2 will provide access to the latest mandatory legislative changes (via an alpha patch) based on the two most current minor releases within each supported major release prior to the effective date of the legislative change. This will mean clients who keep their Alesco environment to within 12 months of the latest minor release will also benefit from having legislative updates available on that release level. From V13 (with the move from 6 monthly to yearly releases), legislative support will extend from 12 months to 24 months.
Should clients require support of an unsupported release, Talent2 may, at its sole discretion, provide such support on a case by case basis. Where support is provided, Talent2 Works reserves the right to increase maintenance rates on a ‘Time and Materials’ basis to offset the additional costs incurred.

**Extended Support**

1. **In House (Licensed) Clients Only**

   Extended support (where a client is running in production on an unsupported major version) will be provided as an annual service only. That is, a minimum of 12 months Extended Support must be purchased in order to source this service.

   The 12 months Extended Support Fee is made up of 2 components:

   - A Fixed Fee of $50,000 and
   - A Variable Fee based on 100% Premium of your Standard Annual Support Fee.

   To clarify this further, the following scenario is provided:

   **Scenario**

   A client has a Standard Annual Support Fee of $40,000 for the period of 1 March 2011 to 28 February 2012. The client then elects to source Extended Support for Version 11 for the 12 month period of 1 November 2011 until 31 October 2012. In this scenario the following will apply:

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Support Type

- Standard Annual Support for the period 1 March 2011 to 28 February 2012                      $40,000
- Fixed Extended Support for the period 1 November 2011 to 31 October 2012                   $50,000
- Variable Extended Support for the period 1 November 2011 to 31 October 2012             $40,000

Other Extended Support conditions include:-

- Normal telephone and Numara Footprints support services continue
- Response to Severity 1 and 2 issues as per Customer Support Handbook
- Where no work around can be found alpha patches will be provided for Severity 1 and 2 issues
- Legislative changes will be undertaken on a time and material basis
- Severity 3 and 4 issues are out of scope, if required bug fixes will be undertaken on a time and material basis
- Oracle database and tools are out of scope

2. Managed Service Clients (Level One to Level Six Inclusive)

Support will not be available for those clients on Version 11 after 31 October 2011.

Alpha Patches

Where a Severity 1 or 2 CSR is identified as a software fault and is resolved by a program modification, where possible, Talent2 Works will provide an alpha patch to the client based on their relevant minor/major release. The program modification will also attempt to be released into the core product at the next available minor or major release, whichever occurs first. Where a Severity 3 or 4 CSR is identified as a software fault and is resolved by a program modification, an alpha patch will not be provided to the client, however the modification will be released into the core product in a future release. See Chapter 4 for Severity ratings.

Alesco Alerts

Alesco Alerts is an initiative to proactively notify clients of emerging issues. The Alerts enable clients to proactively manage the issue within their environment and allow the Response Centre to focus on new issues. The intent is not to publish all issues, but to target very generic problems.

An Alert will be published where an issue has been found associated with the Alesco System that generally falls into the following categories.

- The issue has been reported by a number of clients.
- The issue may potentially impact a number of clients over time.
- The issue may prevent significant system processes to function correctly.
- A work around or solution is available.

Alerts are published via email in the first instance, as and when the need arises. They will also be documented in the Numara Footprints Knowledge Base.
Remote Support

Talent2 Works requires that you provide Remote Access to allow Response Centre staff direct access to your system, when appropriate and agreed, to expedite resolution of a problem.

Talent2 Works 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. Clients are, however, expected to have adequate security procedures in place to prevent unwanted intrusion or data loss.

In addition, Talent2 Works requires that all clients maintain a ‘test’ environment that is a replica of the ‘production’ environment for Alesco HRIS at your site.

It is recommended that clients set up their ‘test’ environment in such a way that Talent2 Works can access it when required, to expedite CSR resolution.

Support Matrix

The Alesco Support Matrix documents the current Alesco software certifications. It is updated at regular intervals and is made available to clients on the Numara Footprints Knowledge Base. The Alesco product relies on a substructure of Oracle products and tools. Generally, if a deployment combination, i.e. operating system, database etc, is supported by Oracle, then any Alesco deployment on that same combination will also be supported.

The Alesco Support Matrix specifies:

- A list of the hardware/software platforms that are certified against Alesco and supported by Talent2.
- The platforms that Alesco is tested on.
- Relevant patch sets that are certified by Talent2.
- Outlines the responsibilities of the client and any caveats with regards to the use of patch sets listed in the matrix

Custom Into Core

Where a client requests a customisation to their version of Alesco, this customisation will be reviewed by Talent2 to determine its suitability to be incorporated into the core product. If approved by Talent2, the customisation will be developed directly into the next available core release (or pre_release) as well as being retrofitted to your current version of Alesco, at reduced consulting rates. The retro-fitted version will remain as client specific customisation until you upgrade to the version of core that contains this customisation.

Site Specific Customisation

It is the policy of Talent2 to provide support for the standard release version of Alesco HRIS. The Response Centre does not support site-specific customisation of the application.

Where Alesco HRIS code has been modified to include site-specific customisation (either modifications carried out by the client, or through engaging Talent2 Works consultants), and these modifications have not been incorporated into the standard release of Alesco HRIS, support by Talent2 Works is limited to correcting problems that occur in the unmodified code or that can be shown to also exist in the unmodified code.
If the Response Centre believes the problem is restricted to a locally modified program, you may be required to replace a standard program in the currently supported version. Please note, you may be charged for problem resolution at the current time and material rates or refer the issue to your Account Director for resolution.

Where detailed investigation results in an issue having been caused by a customisation then the Response Centre reserves the right to arrange for the investigation to be charged on a time and materials basis.

**Client Surveys**

From time to time, Talent2 Works conducts client surveys to measure your satisfaction with our problem resolution processes, general software functionality, relationships with Talent2 Works staff and management, and other areas of concern to Talent2 Works. These surveys may occasionally take the form of detailed questionnaires, but more often are in the form of email with one or two questions. We would appreciate your participation in these surveys, as they help us to continually improve the service we provide.

**4. CLIENT SERVICE REQUEST (CSR) – CLIENT PROCEDURES**

**Client Service Request (CSR)**

All client requests for services are initiated through a Client Service Request or CSR. A CSR is a request to the Alesco Response Centre for assistance — it may be a query, a problem, a clarification request, a change request, or some other form of required advice or assistance. The preferred method to raise a CSR is via Numara Footprints system. In all cases it is the client’s responsibility to raise the CSR and attach the appropriate documentation and information to allow for the effective investigation of the request. This chapter details how to effectively raise a CSR. Numara Footprints enables the client to create the CSR themselves in the software, which the Response Centre uses to manage CSR’s.

Each CSR received is allocated a unique CSR number. This allows the Response Centre to track and manage your request efficiently and should be quoted in all communication.

The raising of a CSR allows the Response Centre to manage client issues consistently and to provide equity from a time, delivery and responsiveness perspective across all clients.

As soon as a CSR is submitted via Numara Footprints, a notification is automatically generated which notifies the Response Centre consultants of the request and the client will receive an acknowledgement from the system.

As a general rule, CSR’s are attended to by severity and earliest time received.

To ensure the most effective resolution of a CSR, Talent2 requires that each client has a central point of contact for queries. This will be unless otherwise arranged, the Alesco HRIS accredited user on your site. Each site should have a minimum of two accredited users who are the central contact point for all support activity. In this way, we can ensure that all liaisons between the client and Talent2 Works are dealt with expeditiously and effectively.

Before raising a CSR, the Alesco HRIS accredited user should:-

- Consult the appropriate Alesco documentation to find out if the problem is due to miss-operation or misunderstanding of the system.
- Conduct an initial investigation to determine the exact nature and extent of the problem, and ensure that all possible setup issues have been ruled out.
If after the investigation the problem has not been resolved, a CSR should be raised. All further correspondence regarding CSR’s is communicated within the CSR in Numara Footprints. This record ensures that all communications and queries regarding the CSR are actioned and also reduces the risk of lost information.

CSR’s are categorised by type. There are three main CSR types managed by the Alesco Response Centre:

- Problem/Error
- General Enquiry
- Enhancement

The following sections detail the requirements for each CSR type.

**Client Service Request for Problem/Error type CSR’s**

Problem/Error CSR’s usually relate to a problem with a client’s processing, i.e. a program error, data error or user error.

Use the following CSR checklist to identify the information you need to raise the CSR via Numara Footprints:

- Have the following information ready to include with your CSR.
  - Alesco HRIS version number (for example, V12.01.001.00)
  - Operating system name and release (for example, Linux Red Hat Advanced Server 2.1),
  - Oracle RDBMS version number (for example, 10.1.0.2.0),
  - Oracle Application Server version number (for example, 10.1.2.0.2),
  - Is the problem occurring in your Test or Production environment?

- What screen or function are you using when you experience the problem?
  You need to identify the module name (for example, FC029) from the top left corner of the screen. Each program or report is identified with a program revision located at the top left hand corner of the screen or report. Figure 1 shows the location of these fields. Information from these fields is to be included on the CSR form as it provides necessary identifying information about the program you are using.

- What outcome were you expecting from this screen or function?
- What outcome are you actually getting (or not getting), including any error messages that may be displayed? Can you recreate the problem at will, and if so how?
- 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, CONDEFs or other configuration changes 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 Alesco HRIS 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 Alesco HRIS by recreating the scenario in your development environment?

Payroll or leave issue? Carry out the additional checklist detailed in Appendix D.

**Client Service Request for General Enquiry type CSR’s**

Requests should be logged under this type where a client has asked a question, needs information, or those requests which cannot be categorised as a Problem/Error or request for Enhancement.

As with Problem/Errors type the client should put as much information behind the request as possible.

**Client Service Request for Enhancement type CSR’s**

All Enhancement Requests must be raised with a Business Requirements Specification form (see Appendix E for example copy). The BRS form consists of three pages.

**Business Objective**

In the Business Objective section please state the purpose that will be achieved by the delivery of this addition or change to Alesco core software.

**Functional Description**

In the Functional Description section please state the desired functional addition or modification to the core software. Include business processes associated with the enhancement. These can be documented as flow diagrams if desired.

**Suggested Solution Design**

Please suggest the preferred Design Solution to meet the business objective of the enhancement request. The design will include suggested images of any new or modified forms or report layouts.

**Advantages to the Product**

Please describe the advantages to the core Alesco product and Client base. Please consider items such as improved productivity, cost savings, additional functionality, ease of use etc.

Where Numara Footprints is not available

All formal client support requests should be made via Numara Footprints and this is the preferred method – please refer to Numara Footprints User Guide for more information. If for some reason Numara Footprints cannot be made available to you, you should use contact the Response Centre by email at response@talent2.com advising your inability to access Numara Footprints and by providing full details, along with attachments, of the issue you are experiencing. If the issue is of a critical nature, then a call should be made directly to the Response Centre Hot Line on 1800 777 633 (for Australian Clients) or 800 777 633 (New Zealand Clients).

Please note if you are lodging an enhancement request, a Business Requirements Specification Document must be completed along with a CSR and forwarded to the Alesco Response Centre. An example of the BRS form is shown at the end of this Appendix.
5. CLIENT SERVICE REQUEST (CSR) – RESPONSE CENTRE PROCEDURES

This chapter outlines the procedures used by the Response Centre after a CSR has been raised in Numara Footprints.

The Response Centre is responsible for three main CSR request types. These types include:

- Problem/Error
- General Enquiry
- Enhancement

For clients raising CSR’s that will be investigated by the Perth Response Centre, then the following types of CSR’s should be raised:

- Aus/NZ Problem/Error
- Aus/NZ General Enquiry
- Aus/NZ Enhancement

For clients raising CSR’s that will be investigated by the Response Centre in Kuala Lumpur, the following CSR types should be raised:

- Asia Problem/Error
- Asia General Enquiry
- Asia Enhancements

When a CSR is submitted via Numara Footprints, a notification is sent to the appropriate Response Centre. A Response Centre consultant will review the CSR, and check that the CSR has the correct type; stage, severity, and that appropriate configuration information and supporting documentation have been entered or attached.

The CSR then progresses through different stages to closure, depending on the type of the CSR and this is reflected in the status of the CSR

CSR statuses are as follows:-

Request – Numara Footprints automatically inserts a status of Request when a CSR is submitted. Logged implies that no analysis has yet been conducted.

Initial Analysis – An initial investigation of the issues is undertaken. Simple Problem/Error and General Enquiry CSR’s are addressed during this stage, the Client notified and the CSR can be closed.

Analysis – If the Initial Analysis was unable to resolve the CSR, the CSR progresses to the analysis stage. This is where a detailed investigation is required to replicate the problem/error or to respond to the general enquiry.

Sent to Development – This status is used where a problem/error CSR has been replicated and it has been determined that a program modification is required to rectify the problem. Sent to Development CSR’s are waiting scheduling to be moved into program development.

In Program Development – This status is given to a CSR that has been attached to a work order and allocated to a developer to undertaken program modifications.

Sent to QA/Testing – This status is given to a CSR order where the program modifications have been completed and tested by the developer and are awaiting unit testing.

Being Tested – This status is given to a CSR that is currently being unit tested.
Sent to Branch/Acc Manager – This status is for CSR’s that will be dealt with by the local branch or Account Director/Account Manager. Typically these requests are for services not covered under the maintenance service agreement such as customisations, consulting requests or training requests.

Client Action Required – This status is for CSR’s where the client has been asked to provide further information such as screen dumps or trace files to assist with the investigation. To manage this type of CSR, the Response Centre asks that any requested information is returned within 28 days, after which the request may be closed.

Sent to Tech Support – This status is used for CSR’s where an investigation by the Response Centre has shown that technical support is required to assist with a resolution.

Closed - Software Ready for Release – This status is given to a CSR that has passed unit testing and is awaiting release either in a pre production patch or a Minor or Major release.

Closed - Software Released – This status is given to a CSR that has been provided with an alpha patch that is not going into the core product or an alpha patch provided or a previous release (a retro fit).

Closed – MR S/W Rel – This status is given to a CSR which is officially released in a Minor or Major release.

Closed – PP S/W Rel – This status is given to a CSR which is released in a Pre Production Patch.

Closed – The status of a completed CSR’s.

NOTE: Occasionally when a CSR has been closed the issue may re-occur. In this case the original CSR can be re-opened, to ensure that all the history relating to the issue is captured against the one CSR. In the event of this occurrence, please email the Response Centre to request the CSR be re-opened. The Response Centre will let you know as soon as this has occurred and the CSR will be set to the status of Client Action Required. You will then be free to add any additional information and progress to a resolution.

Problem/Error type CSR’s
Problem/Errors type CSR’s relate to problems with the client’s processing. That is, program error, data error, user error, etc.

General Enquiry type CSR’s
Requests should be logged under this type where a client has asked a question, needs information, or those requests which cannot be categorised as a Problem/Error or request for Enhancement.

Enhancement type CSR’s
An Enhancement type CSR should be raised where a client wishes to request that Alesco be enhanced due to a perceived lack of functionality or recommended changes in functionality. An enhancement may be either funded by the client or provided free of charge by Talent2.

An Enhancement request type CSR has to be accompanied by a Business Requirement Specification (BRS) by the client. This request is received by the Response Centre. The Response Centre ensures that the required documentation is present and complete before forwarding to the Account Director/Account Manager for the region that the client initiating the enhancement request resides.

Summary of procedures
The processes and procedures the Response Centre follows are based on the severity rating of the CSR.

Where a client is unhappy with the severity rating allocated to a CSR, there is an escalation procedure. Please refer to Appendix C.
The purpose of the escalation procedure is to ensure that significant client issues are addressed in a timely manner and that management of Talent2 Works is informed. Escalations may entail engaging additional resources from outside the Response Centre. The escalation procedure formalises the way in which this is done.

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

**CSR Severity Rating**

Talent2 operates a severity ranking system for Problem/Error CSR’s similar to that employed by many software vendors. This system enables the Response Centre to focus on CSR’s according to the impact the problem is having on a client’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 providing information regarding the impact of the CSR to your organisation, you are providing the Response Centre with an indication of the importance you place on the resolution of that problem.

Upon receiving your CSR, the Response Centre will immediately review the CSR and the impact. The severity will be rated from one of the four categories below. If this rating differs from the client’s rating, the client will be advised as soon as possible. If you do not agree with the severity rating allocated please contact the relevant business consultant to discuss the matter. If agreement cannot be reached, the matter can be escalated to the Response Centre Manager.

Details of severity ratings and corresponding target time frames for problem resolution are illustrated in the table below. All target resolution timeframes exclude where the request is at a stage of Client Action Required.
### Severity 1: Critical

- Talent2 Alesco HRIS Software errors (including the Web Self Service) have resulted in the following for the majority of active employees as follows:-
  - Employee payroll not calculating correctly
  - Leave calculations causing incorrect payment
  - Payslip information appearing incorrectly
  - Time sheet entries are unable to be obtained and will result in employees not being paid or being paid in error
  - Issues prevent you from meeting legal obligations on time, i.e. payment summary processing has failed and it is due to be at the Tax Department that day
  - No Alesco HRIS work around available
  - Or
  - Payroll does not operate
  - Unable to meet bank disbursement deadlines
  - Manual work around is not practical

Non payroll issues may be categorised as a Severity 1 where the issue is causing a severe business impact. In this instance, please phone the Response Centre. The Response centre will then contact your Account Manager so that the Severity 1 can be reviewed and confirmed.

Please note, for all Severity 1 CSRs:-
- The Response Centre requires that you allocate staff in your organisation to be available to work with Response Centre staff until the problem is resolved, including after hours. Depending on the issue this is likely to include senior payroll staff and technical support staff. For hosted clients this will also include a person who can authorise CCR’s.

<table>
<thead>
<tr>
<th>Target Acknowledgement Time Frame</th>
<th>Target Resolution Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour</td>
<td>Work until resolved</td>
</tr>
</tbody>
</table>

### Severity 2: Significant

- Talent2 Alesco HRIS Software errors (including the Web Self Service) have resulted in the following for a considerable number of active employees as follows:-
  - Employee payroll not calculating correctly
  - Leave calculations causing incorrect payment
  - Payslip information appearing incorrectly
  - Time sheet entries are unable to be obtained and will result in employees not being paid or being paid in error
  - Labour intensive work around available
  - Is critical to ‘go live’ including imminent version upgrades

Non payroll issues may be categorised as a Severity 2 where the issue is causing a high business impact.

It is understood that not all circumstances can be documented and represented as potential Severity 1 Customer Service Requests (CSR). To this end, an escalation process exists. This is documented in Appendix C.

<table>
<thead>
<tr>
<th>Target Acknowledgement Time Frame</th>
<th>Target Resolution Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 hours</td>
<td>Up to 8 business weeks</td>
</tr>
<tr>
<td>Severity</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>3</td>
<td>Moderate</td>
</tr>
<tr>
<td>4</td>
<td>Minimal</td>
</tr>
</tbody>
</table>

Please note: **There will be some instances where a severity 3 or severity 4 is recognised as a bug, however the time to resolve it does not warrant the development effort. For example:**

A severity 3 issue affects 1 employee, once a year and there is a simple 5 minute work-around. Investigation has shown that it would take 6 weeks development effort to fix.

In these instances we will liaise with the client to close the CSR, given that Talent2 cannot justify the development time.

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

**Severity 1 CSR’s**

To ensure action can be initiated immediately, you must raise all Severity 1 issues with the Response Centre in the first instance by phone. This should then be followed up with a CSR and supporting documentation.

If you raise a severity 1 CSR the Response Centre requires that you allocate staff in your organisation to be available to work with Response Centre staff until the problem is resolved, including after hours. Depending on the issue this is likely to include senior payroll staff and technical support staff. For hosted clients this will also include a person who can authorise CCR’s.

If Response Centre staff attempt to contact your organisation to resolve a severity 1 CSR and cannot contact the appropriate personnel within one hour, the priority will be downgraded to a severity 2. In this event, the Response Centre will advise you by email.

Client/Response Centre communication is ongoing and continuous throughout the resolution of a severity 1 issue.
Severity 2 CSR’s

Client/Response Centre communication is ongoing as appropriate with an update of the status provided to the client weekly throughout the resolution of a severity 2 issue.

Severity 3 and 4 CRS’s

A combination of the severity and product impact will determine the resolution strategy. Our aim is to resolve these CSR’s quickly and efficiently and the resolution timeframes defined in the table above reflect the maximum time it will take to resolve the CSR.

**Alesco Response Centre Procedures**

**Raising a CSR**

1. The timings for each contact stage in the CSR life cycle, and the resolution times for that CSR, commence from the time the CSR was logged in Numara Footprints. In cases where the CSR is initiated via email, delays may occur for transcribing the CSR information into Numara Footprints and subsequently actioned, as Numara Footprints is the primary mechanism for issue tracking and resolution.

2. When CSR’s are raised in Numara Footprints a unique CSR number is assigned. This CSR number is used by the Response Centre when referring to the CSR. All communication is made directly into Numara Footprints, the issue tracking system that records the date/time and details of the contact. All details are held there permanently for ongoing maintenance and future history of calls.

3. Using Numara Footprints, it is the responsibility of all Response Centre business consultants to continually update the system with all actions recorded against the CSR.

4. It is the responsibility of the Response Centre 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. If a phone call is received by the Response Centre and further information is required, it is the responsibility of the business consultant to ensure that a CSR is requested. The business consultant is also responsible for ensuring all relevant information and documentation has been provided.

6. On the raising of a CSR by a client, they will automatically receive an email from Numara Footprints acknowledging receipt of the CSR. The business consultant will review the impact assessment of the problem to determine the severity of the CSR. This severity assessment phase is to be completed within 2 hours from the time the CSR was raised.

7. It is the responsibility of the Response Centre business consultant to update Numara Footprints to reflect all activities associated with the CSR and forward it to the appropriate area if further action required.

**CSR Investigation Process**

It is the responsibility of the Response Centre to keep the client up to date in regards to the investigations of the CSR. When the type of problem is still not ascertained, the Response Centre is responsible for the CSR until the cause is determined and the client notified of the outcome.
Possible courses of action on completion of the investigation phase are as follows:

<table>
<thead>
<tr>
<th>CSR query resolved by Response Centre</th>
<th>Client notified of outcome and CSR closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSR determined to be an enhancement</td>
<td>Client lodges Business Requirement Specification and this is forwarded to the Account Director/Account Manager for the region that the client initiating the enhancement request resides</td>
</tr>
<tr>
<td>CSR determined to be a Severity 1 or 2 software fault</td>
<td>Client notified and CSR forwarded to the Product Development Group for alpha patch to be developed</td>
</tr>
<tr>
<td>CSR determined to be a Severity 3 or 4 software fault</td>
<td>Client notified and CSR forwarded to the Product Development Group for scheduling</td>
</tr>
</tbody>
</table>

Occasionally when a CSR has been closed the issue may re-occur. In this case the Response Centre would prefer that the existing CSR be re-opened, as this means that all the history relating to the issue remains against the one CSR. In the event of this occurrence, please email the Response Centre to request the CSR be re-opened. The Response Centre will let you know as soon as this has occurred and the CSR will be set to the status of Client Action Required. You will then be free to add any additional information and progress to a resolution.

Glossary Of Terms

**Account Director**. Nominated consultant assigned to each client. Responsible for maintaining client satisfaction and ensuring client receives updates on CSR’s and updates on releases.

**Accredited User**. Each client site will nominate at least 2 accredited Alesco users of their system. All contact with the Response Centre should be by an Accredited User. (Please contact your Account Director/Account Manager with regard to participating in the Accreditation Assessment process).

**Alesco Alerts**. Alesco Alerts is an initiative to proactively notify clients of emerging issues.

**Alpha patch**. A work order that is released to a specific client outside of the pre production patch or in a Minor/Major release mechanisms. Generally this is to resolve specific Severity 1 or Severity 2 issues.

**CCR. Change Control Request**. A CSR with a type of CCR logged in Numara Footprints instructing e.HR to make changes to the Managed Service client’s production environment. The CCR must be accompanied by an email (with reference to the CCR Numara Footprints CSR number) from a person authorised to raise a CCR.

**CSA. Consulting Services Agreement**. A written agreement to be signed and returned to Talent2 Works, prior to the commencement of the project/task. The consulting services agreement is the official authority for the consulting work carried out and provides the basis for invoicing.

**Customisation**. Client specific functionality paid for by the client. Customised functionality may be included into core product in a future release/version.

**Major Release**. Major releases generally occur every 2 years. The first set of digits (i.e. ‘12’) identifies the version number of the software. The second set of digits (i.e. ‘01’) identifies the major release number of the software.

**Minor Release**. A minor release generally occurs every 12 months. The third set of digits (i.e. ‘003’) identifies the minor release number of the software. This will increment when significant changes in functionality are introduced, but generally not technology changes,(i.e. third set of digits will change from ‘003’ to ‘004’).

Note: From V13 (October 2011) Alesco pre releases, minor releases and major releases will utilise a three block version numbering system – e.g. version 13.01.001.
**Numara Footprints.** The third party software used to log and track CSR’s.

**Numara Footprints Knowledge Base.** The site within the Footprints system used by clients to obtain software releases and other information.

**Release notes.** Documentation detailing the contents of a release that lists each program modification and CSR’s that have been addressed. Available with all software releases, including pre production patches and release notes. These documents will be placed on the Numara Footprints Knowledge Base.

**Response Centre Business Consultant.** The person nominated within the Response Centre to be first line support and to investigate and analyse CSR’s. It is the Business Consultant’s responsibility to determine the nature of the CSR and report back to the client regarding the outcome of the investigation.

**Response Centre Handover.** Immediately prior to a client going ‘live’ on Alesco, the attending implementation Consultant/Project Manager ensures that a ‘hand over’ to the Response Centre is conducted. The Response Centre is advised of key contact people at the client site, accredited users, number of employees etc.

**User guides.** User documentation provided for each module, detailing the functionality of each program and report in the module.
### Target Timeframes for Contacting Clients

<table>
<thead>
<tr>
<th>Client related actions</th>
<th>Alesco Response Centre response and actions</th>
<th>Maximum timeframes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call received from client</td>
<td>CSR raised in Numara Footprints if it does not already exist</td>
<td>During call</td>
</tr>
<tr>
<td></td>
<td>Query resolved during call. CSR updated. Close call</td>
<td>During call</td>
</tr>
<tr>
<td></td>
<td>Call could not be resolved in the duration of the call.</td>
<td></td>
</tr>
<tr>
<td>Client notified.</td>
<td>Resolve query if not requiring further action or investigation from other areas. Notify client and close CSR in Numara Footprints.</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Client to send CSR.</td>
<td>Request a CSR be sent with supporting documentation.</td>
<td></td>
</tr>
<tr>
<td>CSR received via Numara Footprints. Client notified</td>
<td>On receipt of CSR determine priority. Assess severity rating and update Numara Footprints.</td>
<td>2 hours</td>
</tr>
<tr>
<td>Client notified.</td>
<td>Forward to relevant area and update Numara Footprints. Notify client of status of CSR.</td>
<td>4 hours</td>
</tr>
<tr>
<td>Client notified.</td>
<td>Notify client of CSR status. Update Numara Footprints.</td>
<td>2 days</td>
</tr>
<tr>
<td></td>
<td>If CSR resolved as a result of investigations, notify client and update Numara Footprints. Close CSR.</td>
<td></td>
</tr>
<tr>
<td>Client notified.</td>
<td>Provide update on status of CSR to client, such as – outcomes of investigations, results of Product Panel meetings, expected delivery dates of patches, scheduled release number etc. Update Numara Footprints.</td>
<td>2 weeks</td>
</tr>
<tr>
<td>Client notified</td>
<td>Provide update on status of CSR to client, such as – outcomes of investigations, results of Product Panel meetings, expected delivery dates of patches, scheduled release number etc. Update Numara Footprints.</td>
<td>8 weeks</td>
</tr>
</tbody>
</table>
Appendix B

Alesco Enquiry Desk – Terms and Conditions

1. Without exception, callers must be accredited users.

2. This service will be tracked for quality and nature of enquiries.

3. On completion of each call, a CSR will be created with the type ‘Alesco Enquiry Desk’ and a summary of the call and response will be made available to clients via the CSR.

4. This service provides for basic general enquiries only (Where do I go? What will happen if? Is this possible?).

5. For the avoidance of doubt, this service does not provide technical infrastructure or Oracle related assistance.

6. Legislative queries should always be raised via the Response Centre and not the Alesco Enquiry Desk. This is due to their often complex nature.

7. Typically, a “fair play” approach would suggest that the Alesco Enquiry Desk should allocate no more than 15 minutes per case. Allocating more than 15 minutes to an enquiry would indicate that the nature of the call would best be managed by another Talent2 service.

8. Information provided by and in response to an Alesco Enquiry Desk call is of a general nature only. The information provided does not take into account all objectives and circumstances of any individual client.

9. Any recommendation by the Alesco Enquiry Desk involving new or changed business rule configuration must be implemented by the client in the Client TEST environment before being validated and ported to PRODUCTION.

10. CSR’s that are outside the scope of the Alesco Enquiry Desk still need to be submitted in line with the Client Support Handbook. Failure to do so may result in non recognition of critical software issues.

11. The Alesco Enquiry Desk does not pretend to take the place of the Response Centre or the Client Services team. As such, Talent2 reserves the right to reassign.

12. Reassignment of Alesco Enquiry Desk enquiries to Client Services will only occur with the agreement of the client.

13. The level of complexity of each call may differ. As such, we may provide responses to some calls directly; on other occasions a series of calls may occur.
Appendix C

**CSR Escalation Process**

To ensure a consistent, fair and effective response to Client Service Requests (CSR’s), each CSR is given a severity based on the business impact of the issue.

The following escalation process applies to Severity 2, 3 and 4 CSR’s.

- The client can request an escalation via the following methods:-
  
  - Discussion with their Account Director
  - Updating their CSR in Footprints
  - Contacting the Response Centre directly

Where the request is via the Account Director, the Account Director will contact the Response Centre on behalf of the client.

- The Response Centre reviews the escalation request and if in agreement contacts the Response Centre Manager to review and confirm the escalation. This review may involve further communication and negotiation with the client and/or the relevant Account Director and the Alesco Development Manager.

- The Response Centre Manager will notify the client within 2 business days as to the success or otherwise of their escalation request. Where the escalation request is successful, the CSR will be managed according to the updated severity.
Appendix D

Payroll Checklist

For a more comprehensive checklist of payroll and leave issues, please refer to the Footprints Knowledge Base under Customer Support category. The following is a guide to assist you with a critical issue.

If the payroll fallen over or is taking longer than normal to complete:

- Has the process stopped running or has a report stopped with errors – if so, check the trace files and forward to Response

- If the FC749 Payrun Definition produces unique ID error, contact the response Centre for a corrective update

- RC806 in a waiting state or taking a long time to complete. It is possible that an employee could be updating a record just at the same time as a payroll process requires that record. Although this is a rare occurrence it can cause a “lock”, causing the payroll process to wait until the record is free. In these circumstances, you can check that users are not updating a record and you can also ask your DBA to check for record locks, which should identify the user

- If RC806R is taking a long time to run, check RC922 report for a higher than normal number of records and the MIN_RETRO_DATE. Excessive retrospective processing may take the payroll longer to run

- If the payroll chain has completed but the results in RC831 are not as expected, i.e. “over inflated”, confirm RC804 has run and check all payroll report trace files to ensure that reports have completed successfully

- If there has been errors or reports cancelled, please ensure that you reverse the Payrun using FD043 before running the pay again

- If the payroll chain fails to complete, i.e. some reports have completed and some reports are waiting, in the first instance check the Workflow Chain under Menu 9104 to ensure that there are no duplications of sequence numbers in the Payroll Chain. If there are duplicate sequence numbers you will have to cancel the report in the chain that has not completed, reverse the pay, re sequence the numbers in the payroll chain and re run the pay

Other possible causes why payroll results may not be as expected –

- Employees missing from RC831 - check the Award Classification step, Organisational Unit (C Level change) – need more info on what to check

- Bonus Payments not correct – check if the bonus payment is flagged as a one off payment in FC924 also check RG697 is run in the payroll chain and bonus code is set up as per White Paper on Taxation and Back Payments (Solution No 519899 in the Footprints Knowledge Base)

- If you have already run RC922 in update and further employee changes are made, please ensure that RC922 is run in update again to pick up these changes

- If employees are not appearing in RC922 report, trigger occupancy by over typing Paypoint in occupancy (FC790) and SAVE, check cut off dates and time and then run RC922 again

- For any issues relating to payroll outcomes, please ensure that you have reviewed information contained in RC922, RC804, RC806R, RC806N, RC831 and RC923. Where applicable, forward these reports (both list and trace files) to the Response Centre.
If the disbursement fails:

- If the disbursement chain fails to complete, i.e. some reports have completed and some reports are waiting, in the first instance check the Workflow Chain under Menu 9104 to ensure that there are no duplications of sequence numbers in the Payroll Chain. If there are duplicate sequence numbers you will have to cancel the report in the chain that has not completed, reverse the disbursement, resequence the numbers in the disbursement chain and re-run the disbursement chain.

- If Bank File fails to load to the bank, please ensure the File has been transferred from the Shared Output Directory to your local directory prior to uploading to the bank. Do NOT take the bank file from the Report Monitor.

- If payslips fail provide Response with the trace file.

- For any issues relating to disbursement outcomes, please ensure that you have reviewed information contained in RC882, RC886, RC888 and the Bank File. Where applicable, forward these reports (both lists and trace files) to the Response Centre.

Please Note: Any critical issue that is raised must be followed up with a phone call to the Response Centre, detailing the bank deadlines and business impact.
# Appendix E

## Business Requirements Specification

<table>
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<tr>
<th>Company Name</th>
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**Business Objective** – The objective or purpose that will be achieved by the delivery of this addition or change to Alesco core software.

**Functional Description** – The description of the desired functional addition or modification to the core software. Include business processes associated with the Enhancement. These can be documented as Flow diagrams if desired.

<table>
<thead>
<tr>
<th>Client Version (e.g. V12.01.002.00)</th>
<th>Module (e.g. Personnel)</th>
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<th>Existing Program(s) affected by Enhancement</th>
<th>Program Description</th>
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### Table of Contents

- [Client Support Handbook](#)
- [Appendix E](#)
- [Business Requirements Specification](#)
  - Company Name
  - CSR #
  - Date BRS Sent
  - Customer Contact (full name)
  - Telephone #
  - Email address
  - Business Objective
  - Functional Description
  - Client Version
  - Module
  - Existing Program(s) affected by Enhancement
  - Program Description

### Categories

- [HR ADVISORY](#)
- [PAYROLL](#)
- [RECRUITMENT](#)
- [LEARNING](#)
Suggested Solution Design:

Please suggest the preferred design solution to meet the business objective of the Enhancement Request. The design will include suggested images of any new or modified Forms or Report layouts. Please refer to attachments if necessary.

Advantages to the Product:

Please describe the advantages to the core Alesco product and Client base. Please consider items such as improved productivity, cost savings, additional functionality, ease of use etc.
Appendix F

Alesco Accreditation
A Guide for Application Administrators

The separate guide, Alesco Accreditation, A Guide for Application Administrators, is reproduced within this handbook for your convenience.

Why do you need accredited users on site?

The spirit of the accreditation process is to ensure clients maintain the necessary skills to operate Alesco HRIS and are able to expertly liaise with the Response Centre to swiftly resolve problems.

No matter how good an application is unforeseen circumstances can result in system problems.

This invariably happens at the worst possible time: when a payroll is processing, or when you most need the report or information that you have requested.

It is then that you need to be able to act quickly to resolve the glitch and get on with the job.

Problems can be more efficiently resolved or avoided by having a person on hand who knows:

- how to identify and subsequently discuss Alesco application issues;
- where to find the information that the Response Centre might need and have it ready when the CSR is raised;
- where and how to check for a quick and simple solution to the problem;
- what makes it easier and faster for you to be up and running again, or better still, to avoid having the problem occur in the first place.

Who should be the accredited persons?

Ideally, the application administrator, and the payroll manager should be accredited. If these roles are both filled by the same person, then whoever steps into that position when they are absent would be the second nominee.

It is important that whoever fills the role has a thorough understanding of the Alesco setup for their site as well as Alesco processing methods. If an issue relates to customisation, integration, consulting or training, it will be forwarded to Client Services. Issues raised of this nature are not handled by the Response Centre.

How does a user become accredited?

Alesco user accreditation involves an assessment of basic competencies in the core applications of personnel, payroll and leave, plus any other competencies specific to your setup.

On a new site, the Assessment will form part of the implementation process.

The Alesco Accreditation Assessment is now available to clients via the Online LMS training environment. To apply for Talent2 Alesco Accreditation you will need to complete an enrolment form and return it to alescoaccreditation.au@talent2.com or FAX (08) 9355 8399. An enrolment form can be obtained from the Numara Footprints Knowledge Base or upon request from your Account Director.
The assessment is open book, with reference to the Talent2 Alesco Client Handbook and the Alesco User Support Guides. These documents are accessible in Numara Footprints Knowledge Base or can be accessed via your Alesco system by selecting the following icon from your toolbar and can be used throughout the Assessment.

The nominated Client will then be registered and enrolled in the Accreditation assessment. They will receive an email notification including system log-in and assessment details. They will have one week in which to complete the Assessment. If they are unable to complete the assessment within 7 days due to unforeseen circumstances, the candidate may request a one week extension. Only one extension is permitted.

Once the candidate has completed the Assessment, the Account Director/Account Manager will advise of the outcome. If the candidate fails, discussion should take place regarding training to be completed prior to repeating the Assessment.

If the candidate passes an accreditation certificate will be forwarded to the Client and will be added to the register of accredited users by the Response Centre Manager.

What are the basic competencies upon which you will be audited?

The core competencies covered are HR Administration, Payroll, Payment Summaries, Business Rule Configuration, Leave Administration, Leave Processing, Web Self Service, Security and Alesco Support.

The units of competency are as follows:

HR Administration

1. Understands how SUB/CON/HDA processing works;
2. Knows the differences between all the employment status rules and how/when you would use them;
3. Has an understanding of the function of clevels;
4. Knows how to set up a calendar and understands how the main calendar differs from a location calendar;
5. Has an understanding of how position fraction is calculated and how that affects payments;
6. Knows the difference between agreed rate employees and award/class employees;
7. Knows how to delete an employee from the system (if mistakenly entered);
8. Knows how to alter the start date of an occupancy (if mistakenly entered);
9. Knows how to set up an occupancy, commencing with new hire and including allocating allowances, deductions, tax record, leave entitlements, approve for payment, enter disbursement details.
10. Understands the significance of code rules and why/when/how you would use them.
11. Understands how aggregate percentage applies to occupancies.
12. Has an understanding of when to use an offset on a roster against an occupancy.
13. Is able to add/modify award classification records.
Payroll

1. Knows where to find trace files and what to look for if there are errors in the file.
2. Knows how/when/where to run an exception pay.
3. Has an understanding of how/when/where to run an offline pay/manual payment.
4. Is able to correct an overpayment when the employee has repaid the overpayment by cheque.
5. Understands how job snapshots work and when to look at them.
6. Knows how and when to force someone into retro list override.
7. Knows how to check if Payrun has completed processing.
8. Knows how to process backdated pay increases.
9. Knows the steps for processing a payroll from start to finish.
10. Is able to set up a loading to pay against each booking OR pay once yearly if applicable to that site.
11. Understands the difference between termination balance codes.
12. Knows how to set up rosters, covering payment rules through to timesheet generation and confirmation if applicable to that site.
13. Has an understanding of how retro processing works.
14. Knows how to reverse out a timesheet entry.
15. Knows the difference between mandatory and optional allowances and the differences between pay types.
16. Is able to terminate an employee.
17. Is able to reinstate an employee to reverse a termination.
18. Is able to analyse payroll to ensure payroll balances i.e. analysing exception messages, finding imbalances, etc.
20. Understands how general ledger processing works.
21. Knows from where in the system all the account details are created and how they are calculated in the pay.
22. Knows the steps to follow when a pay crashes in order to provide the correct data to the Response Centre and conduct pre investigation of the problem.
23. Is able to remove employees from pay runs when you don’t want to pay them.
24. Is able to process group certificates for employees.

Leave

1. Knows the difference between pre-calculated and non pre-calculated leave balances.
2. Is able to reverse/delete leave bookings.
3. Is able to create leave codes, attach formula, allocate entitlements and book leave for employees.
4. Is able to explain how the leave flags on leave code definition work.
5. Understands the functionality of fields on the leave formula form.
6. Knows how to do leave adjustments and why/when you would use them.
7. Understands the leave rule definition screen and how LWOP applies to accruable leave.
8. Is able to alter leave bookings if an employee has a change of mind and comes back earlier or extends the leave period.

9. Is able to set up and pay advance leave in the system.

10. Is confident in the use of setting up leave entitlements for employees, using page 2 and 3 of the form (FL603), when and where required.

11. Is able to set up termination leave codes.

Other Modules

If you have separate departments responsible for modules such as statistics, budgets, occupational health and safety, then the 'expert' for each module should be available along with the accredited user when the Response Centre is contacted. For example, the nominated stats user and the accredited user should both be available when a problem in the stats module is reported.

If, on the other hand, the client site does not have these functions segregated, the accredited user is responsible for all modules and should have an expert level of knowledge in their functionality.

What if you have no one fully competent and need training?

Public training courses are scheduled when four or more people from various organisations have enrolled for training at a particular Talent2 Works education centre. We can also offer workshops for one or two people by a consultant on site at the usual Talent2 Works consultancy rates.
Appendix G

Handover Procedure

Handover to the Response Centre generally takes place after 2 or 3 pay cycles. Prior to handover, the client is supported at local/project level.

The following document is completed by the Implementation Project Manager in conjunction with the client and returned to the Response Centre.
# Handover from Consulting to Response Centre

## Australia and New Zealand

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**HR ADVISORY** | **PAYROLL** | **RECRUITMENT** | **LEARNING**
### Handover from Consulting to Response Centre

**Asia**

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### Key Contacts

- Contact Name
- Company Title
- Phone & Mobile
- e-mail

- Version of Database
- Hardware/Software Configuration
- Telnet/modem access
- Modules purchased
- Number of employees in system
# Appendix H

## Current Professional Service Fees – Australia

(All rates are expressed in Australian dollars (AUD). International clients will be charged the AUD equivalent at the time the service is performed.)

<table>
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<td>Correction of client-induced error OR Call to Alesco Response Centre by non-accredited caller OR Client requests continuation of client support work past 5.30pm local time</td>
<td>Time and materials $300 per hour</td>
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<tr>
<td>Ad hoc after-hours support</td>
<td>Nomination fee: $300 per evening or non-business day. Call fee-initial: $900 covering the first 2 hours, travel time included. Call fee - subsequent: $300 per hour thereafter.</td>
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<tr>
<td>Contracted after-hours support (12 months)</td>
<td>Till 8.30pm local time: Plus 20% on annual maintenance contract. 24 hours support, 5 days per week: Plus 120% on annual maintenance contract. 24 hours support, 7 days a week: Plus 220% on annual maintenance contract</td>
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<tr>
<td>Consulting services</td>
<td>Principal consultant: $2200 (ext GST) per professional day (average of 8 hours per day). Senior consultant: $1752 (ex GST) per professional day (average of 8 hours per day). Para Consultant: $864 (ex GST) per professional day (average of 8 hours per day).</td>
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<tr>
<td>Client training</td>
<td>$2418 (ex GST) per instructor day for client specific course (maximum of 8 students and fee includes course materials). $659 (ex GST) per trainee per full day $439 (ex GST) per trainee per half day</td>
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## Current Professional Service Fees – New Zealand

(All rates are expressed in Australian dollars (AUD). International clients will be charged the AUD equivalent at the time the service is performed.)

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<tr>
<td>Ad hoc after-hours support</td>
<td>Nomination fee: $300 per evening or non-business day.</td>
</tr>
<tr>
<td></td>
<td>Call fee- initial: $900 covering the first 2 hours, travel time</td>
</tr>
<tr>
<td></td>
<td>Call fee - subsequent: $300 per hour thereafter.</td>
</tr>
<tr>
<td>Contracted after-hours support (12 months)</td>
<td>Till 8.30pm local time: Plus 20% on annual maintenance contract.</td>
</tr>
<tr>
<td></td>
<td>24 hours support, 5 days per week: Plus 120% on annual maintenance contract.</td>
</tr>
<tr>
<td></td>
<td>24 hours support, 7 days a week: Plus 220% on annual maintenance contract</td>
</tr>
<tr>
<td>Consulting services</td>
<td>Principal consultant: $2000 (ex GST) per professional day (average of 8 hours per day).</td>
</tr>
<tr>
<td></td>
<td>Senior consultant: $1600 (ex GST) per professional day (average of 8 hours per day).</td>
</tr>
<tr>
<td>Client training</td>
<td>$2200 per instructor day for client specific course (maximum of 8 students and fee includes course materials).</td>
</tr>
<tr>
<td></td>
<td>$600 (ex GST) per trainee per full day</td>
</tr>
<tr>
<td></td>
<td>$400 (ex GST) per trainee per half day</td>
</tr>
</tbody>
</table>
### Current Professional Service Fees – Asia

(All rates are expressed in Malaysian Ringgit (MYR).

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correction of client-induced error</td>
<td>Time and materials MYR300 per hour</td>
</tr>
<tr>
<td>OR Call to Alesco Response Centre by non-accredited caller OR</td>
<td></td>
</tr>
<tr>
<td>Client requests continuation of client support work past 6.00pm local time</td>
<td></td>
</tr>
<tr>
<td>Ad hoc after-hours support</td>
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<tr>
<td>Consulting services</td>
<td>Rates: Use Australian rates.</td>
</tr>
<tr>
<td></td>
<td>Or consult with the relevant Client Services Manager or Account Director/Account Manager for current applicable rates.</td>
</tr>
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<td>Client training</td>
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<td></td>
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</tr>
</tbody>
</table>
Appendix I

Pre Release Patch Mechanism

All logical units of work, whether they are enhancements or bug fixes, are released as work orders in pre release patches, minor releases or major releases. Each individual work order is developed, tested and unit tested. They are then moved to a holding area where they await full system testing and beta testing prior to the production release.

At intervals, the work orders residing in pre production are zipped up and placed on the Numara Footprints Knowledge Base site as a pre release patch. Clients are notified by email and can then download the patches if desired.

Each pre release patch is built upon and also includes any previous pre release patches for the same Minor/Major release.

For example, if there were 5 work orders in pre release patch 1, and another 5 work orders in pre release patch 2, pre release patch 2 would have all 10 work orders.

The resulting Minor/Major release contains all work orders scheduled for that production release, regardless of whether they were included in a pre release patch.

The successful (or unsuccessful) installation of a work order is recorded in a table called csi_install_breakdown.

When a work order is installed successfully the install_date in the csi_install_breakdown table is updated.

If a client installs pre release patch 1, and then subsequently installs pre release patch 2, the installation process will ignore any work orders that have a value in install_date, i.e. it will not try and re-install work orders that have already been installed.

Following on from this, if a client hasn’t installed pre release patch 1, and then installs pre release patch 2, it will install all work orders as there will be no data in the csi_install_breakdown table from pre release patch 1 to ignore.

The same principle applies to the final production Minor/Major release.

If a work order fails to install, the install_date is not updated and the install process immediately stops. The process will not install a work order if the previous work order failed to install.

The reason for the work order failure is listed in the work order log file. If the problem can be fixed, the install process can be re-run, the offending work order should then succeed, and all the following work orders should then install.

It is important to note that each work order is dependent on the previous work order, just in the same way that each release is dependent on the previous release. You cannot select specific work orders to install; you must install everything that is currently in the pre release zip file. For example, if there are currently 5 work orders in the pre release zip file, and you were really only interested in the fourth work order, when you install the pre release software, all work orders are installed, and all programs will require testing.

The pre release patch release mechanism was introduced to enable clients to access new program changes in a timely manner without having to wait for the next Minor/Major release with the intention that the client progresses to the following release when it becomes available. Pre release patches will have undergone unit testing, however they will not have undergone full system testing or Beta testing.