

# Support



**Essington**  
Information Technology Services

# Contents

|                                                                |              |
|----------------------------------------------------------------|--------------|
| <b>1. Support for Administrators</b>                           | <b>1</b>     |
| 1.1 Request Classifications                                    | 1            |
| 1.2 Support Request Responses                                  | 1            |
| 1.3 Support for Site Administrators Scope                      | 2            |
| 1.4 Specific Exclusions                                        | 2            |
| 1.5 Other                                                      | 2            |
| 1.6 Requesting Support                                         | 3            |
| <br><b>2. Media, Documentation, Recording or Live Sessions</b> | <br><b>3</b> |
| <br><b>3. Security Testing</b>                                 | <br><b>3</b> |
| 3.1 Schedule                                                   | 3            |
| 3.2 Security Test Results                                      | 4            |
| 3.3 Security Resolution                                        | 4            |
| <br><b>4. Experimental Features</b>                            | <br><b>4</b> |

# 1. Support for service administrators

## 1.1 Request Classifications

|                 |                                                                                                                                                                                     |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| P2 Incident     | Issue preventing an individual from working.                                                                                                                                        |
| P3 Incident     | Minor issue/annoyance affecting individual or group.                                                                                                                                |
| Complex Request | The estimated time required to investigate or attempt to resolve the issue is 45 minutes or longer. The request relates to a third-party component.                                 |
| Change Request  | Where alterations to our services are required due to changes within your infrastructure or business processes that extend beyond the original installation or configuration scope. |

## 1.2 Support Request Responses

| Definition      | Response Time                                                                                                                                                                                                  | Cover Hours                                                                                                     |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| P2 Incident     | 8 Hours<br>Next Business Day                                                                                                                                                                                   | Our support desk accepts requests During support hours (9-5 Monday – Friday) excluding UK public bank holidays. |
| P3 Incident     | 8 Hours                                                                                                                                                                                                        | Our support desk accepts requests During support hours (9-5 Monday – Friday) excluding UK public bank holidays. |
| Complex Request | We reserve the right to defer the investigation or resolution attempt for non-service affecting issues. We will advise you when we have scheduled time to work on the issue.                                   | Our support desk accepts requests During support hours (9-5 Monday – Friday) excluding UK public bank holidays. |
| Change Request  | Our team will assess the request and provide guidance on the necessary actions and time frames for completion. Change requests may incur additional charges in accordance with our standard support day rates. |                                                                                                                 |

Support hours for site or service administrators are 09:30 to 17:00 UK local time, Monday to Friday, excluding UK public holidays and the period between 26th December and 1st January.

We strive to adhere to these response times; however, immediate resolution may not always be possible. Some issues may require extended troubleshooting, and our judgment on resolution feasibility shall be final.

## 1.3 Support for Site Administrators Scope

|                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deal with support requests from current service administrators for issues arising from functionality that can be configured by a service administrator from within available user interfaces. | For each support request we will perform one or more of the following actions: <ul style="list-style-type: none"><li>• Investigate and attempt to resolve the issue.</li><li>• Provide relevant information e.g. to explain the solution, steps to prevent re-occurrence.</li><li>• Signpost information on external sites.</li><li>• Suggest alternative options or approaches where we feel these may be beneficial.</li><li>• Make recommendations qualified by the information provided in the support request. Where a potential path to resolution, suggestion of options or a recommendation requires evaluation of an extended range of factors e.g. application capabilities, business processes and requirements, other external factors, pedagogical considerations this will be outside of the scope of support. We will refer you to a client relations colleague to discuss options e.g. consultancy, training or mentoring which are chargeable services.</li></ul> |
| Support requests for issues arising with installed third-party addons, plugins or components.                                                                                                 | Support is provided subject to the availability of sufficient third-party support resources or documentation to describe the functionality and expected behaviour of the added component.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## 1.4 Specific Exclusions

Unless explicitly included in the purchased service contract, support does not cover:

- On-site visits
- Software development
- Modification of core code
- Issues arising from additional code (e.g., CSS, JavaScript, Python, PHP) added by your authorized users
- Additional tools or applications installed along side our services

## 1.5 Other

To provide uninterrupted support services, we require continuous and unrestricted access to the necessary systems. You must not take any action that restricts our access.

## 1.6 Requesting Support

|                                     |                                                                                                                                                                       |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Users permitted to request support. | A real person with an individual account allocated as a Current administrator. We may decline to deal with support requests received from shared or service accounts. |
| Email / Support Portal*             | Our support desk accepts requests During support hours (9-5 Monday – Friday) excluding UK public bank holidays.                                                       |
| Phone*                              | During support hours (9-5 Monday – Friday) excluding UK public bank holidays.                                                                                         |

- All support requests must be submitted via our designated support channels.
- We will only interact with **your nominated account holders** for support requests.
- If a request is made by an unauthorized member of your organization, we will notify the nominated account holder and await approval before proceeding.
- Support contact details will be provided upon service commencement.
- Please include **detailed information** in your request, including relevant URLs, services, system information or any recent alterations to your infrastructure where applicable.
- Each support request should correspond to a **single reported issue** requiring a **single resolution**.

## 2. Media, Documentation, Recording or Live Sessions

- ☐ You may receive access to a **knowledge base** and **video library** of past live drop-in workshops.
- ☐ We may invite you and your team to attend **live online workshops**.
- ☐ Continued access to these resources requires **annual service renewal**.

## 3. Security Testing

### 3.1 Schedule

- ☐ We conduct **ongoing vulnerability scans** for the products and services we provide, which may include:
  - Core application code
  - Supporting services
- ☐ Best-practice security configurations are applied across our service offerings. We continuously monitor and review **reported issues** and **documented security threats** to take appropriate action.

### 3.2 Security Test Results

Security test results and subsequent actions are **not published** publicly.

### 3.3 Security Resolution

|          |                                                                                                                                                                                                                                |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Critical | We aim to correct issues that are capable of being remedied by us within 10 days of patch or update becoming available.<br><br>We may take additional steps to secure services prior to patches or updates becoming available. |
| Warning  | We aim to correct issues that are capable of being remedied by us within 60 days of patch or update becoming available.                                                                                                        |
| Advisory | We will correct issues that are capable of being remedied by us, where we consider it commercially feasible, within 90 days of patch or update becoming available.                                                             |

Newly discovered application vulnerabilities are reported to either the **application core development team** or the **application vendor** for resolution.

## 4. Experimental Features

We **do not** provide support for any feature classified as “**experimental**” or “**in development**”.

**Learn more about us at**  
**[www.EssingtonITS.co.uk](http://www.EssingtonITS.co.uk)**