



---

## Praesto Pro Managed Services User Service and Support

Welcome to Praesto Pro Managed Services! This service offering is designed to continuously manage and monitor your IT infrastructure while providing world class user service and support. Our goal is to exceed our service level commitments.

### **Incident Management**

Incidents, aka tickets aka service/support requests can be initiated using one of two methods, 24/7. Each method opens an Incident in our ticketing system. Incidents are managed from initiation to completion using this system. This includes all communication and relevant contract and configuration information.

#### **1. Client Portal**

The Praesto Pro Managed Services Client Portal, can be accessed at <https://portal.praesto.pro/> Login using your credentials setup during onboarding<sup>1</sup>. Locate the support menu from the left navigation pane and select the “Plus” button. Users can also manage existing incidents using the Client Portal. Click the “Home” icon from the left navigation pane. Click on any existing ticket. From here you can add notes or close out the ticket if it is no longer needed.

#### **2. Telephone**

Call Praesto Pro at (952) 445-8679 ask for support. The Dispatcher will gather needed information and document the request in our ticketing system. Based on the information gathered by the Dispatcher, the most qualified and available technician will be assigned to work with you (remotely or onsite) to complete the incident.

### **Incident Best Practices**

Regardless of the method used to open a incident, a ticket number will be assigned in a five digit number. Please note this ticket number for reference whenever contacting Praesto Pro regarding a incident. In addition, requestors will receive an email confirmation with the ticket details. Users can reply to this or other ticket related email messages to ask questions, provide additional information, etc. These email exchanges will automatically update the ticket.

The most flexible and complete method of initiating and managing incidents is the Client Portal, <https://portal.praesto.pro/>.

### **Service Request Management**

Service Requests, aka Moves/Adds/Changes can be initiated using our online Client Portal, <https://portal.praesto.pro/>. This will ensure all the relevant details needed are captured to ensure all approvals take place as well as the proper hardware is ordered. All Service Requests are managed from initiation to completion using this system. This includes all communication and relevant contract information. Please note that in most contracts, these requests will be billable.

#### **1. Client Portal**

The Praesto Pro Managed Services Client Portal, can be accessed at <https://portal.praesto.pro/> Login using your credentials setup during onboarding<sup>2</sup>. Locate the support menu from the left navigation pane and select the “Plus” button. On the “Ticket Type” field select “Service Request”. This will initiate the workflow necessary to complete your request. A Service Request ticket will be generated in our ticketing system to track the request and we will contact you for any further details or updates.

#### **2. Account Management Meetings**

---

<sup>1</sup> If you do not have credentials to access the support portal, contact support through any other method and request a portal “Welcome Email”.

<sup>2</sup> See above

During regular account management meetings we will discuss business changes and/or needs and open any requests on your behalf.

## Service Level Management

Each incident is measured against a Service Level Agreement (SLA). The high-level process is summarized below.

1. Dispatcher determines the 'Severity' and 'Urgency' level for each incident.
2. Based on the 'Severity' and 'Urgency' determination, Dispatcher assigns the incident a priority of one through three.
3. Each priority level has specific service level target times for 'First Response', and 'Resolution'.
4. Performance against these targets is measured, recorded, and reported on.

### Severity, Impact, and Priority

'Severity' and 'Impact' are assigned values of 'Low', 'Medium', or 'High' as summarized in the table below.

| <u>Assigned Values</u> | <u>Severity Criteria</u>                           | <u>Urgency Criteria</u>                                     |
|------------------------|--|---|
| Low Impact             | One user or a small group of users is affected.    | More of an irritation than a stoppage.                      |
| Medium Impact          | Departments or large groups of users are affected. | Business is degraded, but there is a reasonable workaround. |
| High Impact            | Whole company is affected.                         | Critical – Major business processes are stopped             |

The table below describe how 'Severity' and 'Urgency' are translated to the 'Priority' assignment for a incident.<sup>3</sup>

|               | <u>High Urgency</u> | <u>Medium Urgency</u> | <u>Low Urgency</u> |
|---------------|---------------------|-----------------------|--------------------|
| High Impact   | Critical            | High                  | Medium             |
| Medium Impact | High                | Medium                | Low                |
| Low Impact    | Medium              | Low                   | Very Low           |

### Priority and Service Level Targets

The 'Priority' level assigned to an incident determines the service level target business hour times for 'Responding', and 'Resolution'<sup>4</sup>. The table below summarizes these targets for each 'Priority' level.

| <u>Priority Level</u>   | <u>Description</u>  |
|-------------------------|---|
| Critical                | Catastrophic inability to complete job duties affecting either multiple people or VIPs.<br>Critical Priority Example: Internet or e-mail outage affecting multiple users.   |
| High                    | Loss of a major job duty or sensitive matters.<br>High Priority Example: Individual e-mail not working or system does not turn on or boot up properly.  |
| Medium                  | User still functional and reporting non-urgent issue.<br>Medium Priority Example: Desktop printer not working and other printers are available.   |
| Low                     | General request and all items functional.<br>Low Priority Example: Performance tune up request, install application updates that require manual processes on a single machine   |
| No SLA/Project/Very Low | Subject to agreed deadline for change/project or delivery of hardware. This status only applies to Service Requests.<br>No SLA/Project/Very Low Priority Example: New software installation on multiple machines, user onboarding/Offboarding, requesting additional hardware, etc. |

|                       | <u>Critical</u> | <u>High</u> | <u>Medium</u> | <u>Low</u> | <u>Very Low</u> |
|-----------------------|-----------------|-------------|---------------|------------|-----------------|
| <b>First Response</b> | 0.5 Hours       | 1.0 Hours   | 2.0 Hours     | 24.0 Hours | No SLA          |
| <b>Resolution</b>     | 4.0 Hours       | 8.0 Hours   | 16.0 Hours    | 40.0 Hours | No SLA          |

<sup>3</sup> The assigned priority for incidents from designated 'VIP' users are elevated by one level from the normal priority assignment.

<sup>4</sup> Service level targets do not apply to global outage scenarios such as widespread Internet outages, faulty vendor patch releases, cloud/hosted application outages, etc.

## **Conclusion**

Using the above described incident and service request initiation methods helps to ensure the fastest response and allows clients to choose the method that is/are best for them. The team at Praesto Pro looks forward to working with you and your organization to streamline communications, resolve issues, and make business IT simple.