



HELPDESK Policies and Procedures

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1 Overview

The objective of the HELPDESK is to facilitate the resolution of Client concerns and problems as quickly as possible. The HELPDESK provides a central point of contact to ensure that all calls are followed up and problems resolved.

HELPDESK's effectiveness is in providing rapid responses to Client queries. It is not designed to be an avenue for detailed product training. Responses to queries needing product training are redirected to the Client Support Team for follow up.

Calls that cannot be solved by the HELPDESK on an immediate basis are distributed to personnel experienced in the specific applications.

The HELPDESK provides support for all ComVida software in production and will assist in troubleshooting operating system and network connectivity issues.

2 HELPDESK Policies

2.1 Objectives

- Facilitate the rapid resolution of Client problems through a single point of contact;
- Maintain a historical log of the support provided to each Client;
- Identify user sites that are experiencing difficulty with a particular application;
- Track the type of problems encountered for each application;
- Uncover recurring problems and assist in planning a corrective course of action;
- Generate statistics, such as the number and type of calls by application.

2.2 Hours of Operation

HELPDESK hours of operation are 0600 to 1630 Pacific Time, Monday to Friday excluding all Statutory Holidays and other days recognized by ComVida Corporation.

2.3 System Warranty Periods

The HELPDESK supports each software version for a period of 90 days following the release of the next version of the software. After 90 days, HELPDESK calls on the old version may be billable to the Client.

3 HELPDESK Procedures

3.1 Client Procedures

The Client is expected to develop in-house expertise and internal processes for troubleshooting problems, escalation and resolution. Prior to contacting the HELPDESK the in-house expert should make every attempt to resolve the problem by referring to the system documentation or established site-specific procedures.

In-house expertise and troubleshooting procedures are important so that:

- Problems which are procedural and unique to the Client can be solved by the appropriate Client authority;
- Minor problems can be resolved without any delay; and
- Issues related to staff requiring additional training are identified and timely corrective action can be taken

3.2 HELPDESK Contact Procedures

1. Clients can submit HELPDESK queries by:

- Emailing to Helpdesk@comvida.com or
- Completing and emailing an on-line Helpdesk Support Request Form that can be accessed from ComVida's web site address at www.comvida.com, under Support section or
- Calling HELPDESK at 604 540 4400 Ext 1 or
- Faxing HELPDESK at 604 540 4020

(NOTE: Please refer to Section 6 - **Information to be sent to HELPDESK when contacting them** - on Page 7)

2. ComVida receives Client calls for the HELPDESK in a message system. HELPDESK messages are forwarded to the HELPDESK staff immediately.
3. ComVida assigns a priority ranking to all calls and responds to calls based on the ranking. The call receives a priority code as discussed in Section 3.3.
4. The HELPDESK staff person solves the problem or escalates the call to Client Support or Development Support.
5. ComVida solves the problem, documents the solution, notifies the Client and helps to implement the solution for the organization.

3.3 Call Priorities and ComVida Action

HELPDESK calls are assigned a Priority code to indicate the severity of the problem.

The priority system is as follows:

1. **SERIOUS** Production stopped. No workaround. First update to Client within 2 hours, whenever possible. Further updates at 2-hour intervals. Escalation to ComVida Manager at end of the day if the problem is not resolved.
2. **PROBLEM** Production affected. Workaround available. First update to Client within 4 hours. Further updates as required.
3. **TRAINING** Call forwarded to Account Manager to schedule Training. Further HELPDESK Support is billable.
4. **INFORMATION REQUEST** Respond to Client within one day.

The update to the Client is a means to communicate to the Client about ComVida's actions and progress towards finding a solution to the problem. Some problems may take longer to diagnose and resolve.

4 Chargeable Support Services

The Software License Agreement covers most HELPDESK support services provided to Clients.

Occasionally, the user may require services that are not covered under the Agreement, and are considered to be billable. Examples include:

- System recovery and cleanup resulting from an error on the part of the user;
- Support for non-current software that is in production more than 90 days after a new release;
- Support for hardware, operating system, networks and troubleshooting other vendors' software.

When a request is deemed to be billable, the Client is informed immediately so that a purchase order or other form of written approval to authorize the work to be done can be provided to ComVida. The Client will be charged the current ComVida consulting rate plus any incidental expenses. The policy of ComVida is to bill for a minimum of one hour. The HELPDESK will inform you of the current rate and, if possible, an estimate for the total amount to be billed.

5 When do I contact the HELPDESK and when do I submit a Software Performance Request (“SPR”)?

As a general rule, if the functionality of the software is not providing you the results you anticipated call the HELPDESK.

Here are some additional guidelines:

Contact HELPDESK if:

- Your production system is down and you cannot solve the problem easily.
- You have a problem that your own in-house resources cannot solve and you have done as much research as you can to solve it.
- You have discovered a bug, which, while you can work around it, creates difficulties in production.
- You have a problem and you are not sure what it is.

Submit an SPR if:

- You have found a non-critical bug or problem, which does not affect production but should be fixed.
- You have a suggestion for an enhancement to the system.

(NOTE: The SPR forms can be accessed from ComVida’s web site address at www.comvida.com, under Resources, HelpDesk, Policies and Procedures section.)

Call Client Support if:

- You are not in production with the system.
- You are a pilot (beta-test) site for a new version of software.
- You require general information on SPR’s, software release dates and other queries.

6 Information to be sent to HELPDESK when contacting them

1. What Application and version of the software are you using?
2. What operating system are you using?
3. What network system are you using (if any)?
4. A description of the problem.
(Example: "Can't get into Payroll in exclusive mode")
5. If the problem can be reproduced, please list the steps you took to recreate it.
(Example: "Unable to login...")

If the problem cannot be reproduced (occurs sporadically or inconsistently), describe the circumstances in which it occurred and the symptoms observed.
6. If the problem causes any error messages to appear, provide the exact text that is displayed.
7. Include all supporting documentation such as screen prints, sample reports or any other helpful information. The supporting documents you provide will help us to analyze the problem and present a solution.
8. Please provide us with your organization's name and your own contact information - phone, fax, and email - so we can communicate with you.