

Technical Support Services - 2019

This document outlines the levels of support provided for JobReady software in relation to:

- Lodging support tickets
- Support included in the annual licence fee and chargeable support
- JobReady's commitment to technical and application issues
- Using JobReady Assist Hours for chargeable support
- System and reference data updates
- Requests for templates, data updates & training
- Feature requests
- Licence renewals
- Browser compatibility

Lodging a Support Ticket

All support enquiries should be lodged via JobReady's online ticketing system. In this way, tickets are centrally recorded for an auditable trail, clarity in what is being requested and for continuous improvement with regular review of support tickets lodged.

Note: JobReady will provide an online support ticketing system to relevant users (e.g. users with a full admin license who have received training and are the organisations Subject Matter Expert (SME)). In this way, the SME can distribute feedback to relevant staff members and, if necessary, update any internal business process/procedural documentation.

Support Definition

Support is categorised into the following types:

Support included in Annual Licence	<ul style="list-style-type: none"> • Access to JobReady online KnowledgeBase and educational materials including videotutorials. • A simple question or query that can be answered in under 5 minutes by our technical support team or resolved by reference to an existing help topic or document. • General questions about maintenance of user accounts and system access. <p>Application and Access Issues:</p> <ul style="list-style-type: none"> • Where the behaviour of the system is not according to the system documentation or KnowledgeBase • Error messages and possible technical issues • Resolution of system unavailability
Not included in Annual Licence (JobReady Assist)	<p>Templates</p> <ul style="list-style-type: none"> • Creation of new templates, e.g. letters, forms etc. • Updates to existing templates System Configuration • Including reference data, workflow automation etc. <p>Training</p> <ul style="list-style-type: none"> • Training of new staff • In-depth training on reporting or system administration • Refresher courses <p>Reporting</p> <ul style="list-style-type: none"> • Queries in relation to reporting, including AVETMISS and other government data collection • Creation of new reports <p>Interface Queries</p> <p>General queries in relation to interfacing and integration to other systems, e.g. finance/ learning management systems and transactions via APIs</p>

JobReady's Commitment to Application & Access Issues

Application and access issues are categorised by severity in the following table together with guidelines for JobReady's commitment to client communication and resolution timeframe.

Severity	Status Reports to Clients	JobReady Action
Urgent: System is unavailable Urgent	Initial Response within 1 Hour. Updates every 4 hours.	JobReady to work within and outside of normal working hours until problem identified and fixed.
High: Users cannot access major or high value function	Initial Response within 2 Hours. Updates at least daily.	JobReady to work within and outside of normal working hours until problem identified and fixed.
Normal/Low Minor function affected or unavailable, but good work-arounds available	Initial Response within 24 Hours. Updates at least weekly.	JobReady to use all reasonable efforts to identify and fix the problem.

System & Reference Data Updates

JobReady automatically provides all upgrades and updates to the system as they are required. Regular updates are release throughout the year, with accompanying communication and release notes to introduce new functions and system changes.

Updates also include any required to meet the relevant requirements of the elements of Governments programs supported by JobReady systems including updates to underlying data where applicable.

Assist Hours

Prior to support being provided for items summarised in the Chargeable Support section above, you must have a positive JobReady Assist Hours balance. If urgent consultancy or training support is required and you do not have any hours or not enough hours in credit, we will follow up with an invoice for JobReady Assist Hours after the support has been provided.

JobReady Assist Hours Statements will be made available on a periodic basis.

- Upon purchasing of JobReady Assist Hours, your JobReady Assist Hours will be credited to your account.
- Payment for JobReady Assist Hours is due in advance of support/task provided (unless urgent and at the discretion of JobReady).
- When you only have minimal JobReady Assist Hours remaining on your account, you will be advised of your balance with option to purchase further hours.
- After the support or task has been completed, details and time spent will be recorded against your account.

Requests for Templates, Data Updates and Training

Requests for templates (e.g. letter, forms, certificates), data updates and training should be submitted via JobReady's online ticketing system. Details of information required for each are detailed below.

Templates Requests

Template requests, i.e. new templates and updates to existing templates (e.g. letters and forms) are reviewed every 1-2 days and feedback provided. JobReady will:

1. Provide assist Hours estimate for the template and request approval
2. Request for any further clarification if required

Note: A positive JobReady Assist Hours balance will be required prior to the new template being created/existing template updated.

JobReady's Commitment to Templates & Data Updates

Template	JobReady Action
Creation of new and updates to existing other templates e.g. letters, forms, certificates	Complete within 10 business days after approval provided by client and positive Assist Hours balance (depending on complexity of template)

To avoid delay in templates being created and updates applied, the following information should be provided when submitting the ticket.

- Templates in Microsoft Word and/or PDF format
- Any logos included should also be provided in, for example, .jpeg or .png format
- If complex merge fields are required, a scanned version of the template should be provided with merge fields annotated indicating which field in the system they should be merged from.
- Any updates to existing templates should be annotated on a scanned version of the template and attached to the ticket together with a summary of the changes.

Note: To avoid delays and possible further costs for any additional changes requested during the creation/update process, it is highly recommended that templates are validated by your compliance manager before submitting the ticket.

Data Updates Requests

Data updates (e.g. uploading of student data or bulk update of course status) are reviewed by the production team and feedback will be provided within 5 business days of receipt. JobReady will:

1. Provide assist Hours estimate for the data update, provisional timeline for the update being completed and request approval.
2. Request for any further clarification if required.

Note1: A positive JobReady Assist Hours balance will be required prior to the update being completed.

Note2: JobReady will provide a timeframe of when the data update will be completed based on approval from the client, a positive Assist Hours balance and the complexity of the data update. Data updates can be complex and need to be completed in a test system, validated and signed off by the client prior to the update being applied to the production system.

Training Requests

To schedule training with a JobReady Education Specialist, the following information should be provided:

1. **Preferred dates for training**
 Provide a list of preferred dates for training. JobReady will endeavour to schedule training on one of the suggested dates but if this is not possible, alternative dates will be provided.
2. **Preferred venue for training and number of attendees**
 Please indicate where training should be conducted (e.g. on site or via webinar) and the number of attendees. If training is outside the Sydney metropolitan area, travel costs will need to be paid prior to the training.

3. Topics to be covered during training

Please indicate the topics which you would like to cover (e.g. invoicing etc). JobReady can provide a list of potential topics to assist with this if requested. Unless otherwise requested, the standard course will be delivered.

4. Duration of training

Based on the topics to be covered, a learning coordinator will suggest a suitable duration for the training. However, please indicate if you would like ½ day or a full day of training. All interstate training (ex-Sydney) is charged at a full day rate of 8 JobReadyAssist Hours and at our standard interstate travel rates.

Note: A Purchase Order form will need to be signed and returned to JobReady prior to training to accept training costs, including travel if applicable.

Feature Requests

Feature requests can be submitted via the JobReady's online ticketing system. Features requests are centrally recorded and reviewed periodically for possible inclusion in a future system update.

The ticket will be acknowledged with any specific feedback and then closed. Clients should review system update release notes for details of any feature requests included.

Licence Renewals

30-60 days prior to the expiry of the software licence (system access), JobReady will issue an order form and subsequently, an invoice for payment. On receipt of payment JobReady will renew the licence within 5 business days.

Browser Compatibility

The latest versions of the following web browsers are supported together with the previous version, on a rolling basis:

- Google Chrome
- Firefox
- Internet Explorer
- Safari