030 Technical Support

Service Definition

1. Introduction

This document explains the detailed terms and how to get the best from our Technical Support Service and should be read in conjunction with our Terms of Business available at https://tob.hubkengroup.com. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail.

This is a living document and is subject to updates and changes as and when required by us.

2. Scope

1. All infrastructure management for your bespoke service.

2. Support for site administrators.

3. The following tasks, where they are not specified in the Hubken Moodle or Hubken Totara service definition:

- Installations

- Upgrades

- Updates

- Plugin installs

2.1. Term

The service is provided for one year from the commencement date unless a different Term is stated in our sales invoice.

2.2. Service periods

9am to 5pm UK local time, Monday to Friday excluding UK public holidays and working days between 26th December and 1st January.

2.3. Allocation of support hours

We will reduce the remaining support hours by the time required to deal with each support request, rounded up to the nearest 15 minutes. The minimum duration for each response is 15 minutes.

At our discretion, we may split requests containing multiple issues and deal with each as a separate request.

Unused support hours remaining at the expiry of the Term are forfeited.

2.4. Complex requests

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.

A request is complex if:

- the estimated time required to investigate or attempt to resolve the issue is 45 minutes or longer

- the request relates to a third-party plugin

3. Support for site administrators

3.1.1. Request classifications

Definition	Description
P3 Incident	Issue preventing an individual from working.
P4 Incident	Minor issue/annoyance affecting individual or group.
Complex requests	The estimated time required to investigate or attempt to resolve the issue is 45 minutes or longer. The request relates to a third-party plugin.

3.1.2. Support request responses

Definition	Response Time	Cover Hours
P3 Incident	8 Hours	Support hours
P4 Incident	8 Hours	Support hours
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.	Support hours

For site administrator support purposes support hours are 09:00 to 17:00 UK local time, Monday to Friday excluding UK public holidays and working days between 26th December and 1st January.

These are the timetables which we will try to work to, but it may not always be possible to abide by them and it may not be possible to correct every issue that you raise. Our judgement on these issues shall be final.

3.2. Support for site administrators scope

Support activity	Detail
Deal with support requests from current site administrators of the Moodle site for issues arising from functionality that can be configured by a site administrator from within the user interface.	For each support request we will perform one or more of the following actions: • Investigate and attempt to resolve the issue. • Provide relevant information e.g. to explain the solution, steps to prevent re-occurrence. • Signpost information on external sites. • Suggest alternative options or approaches where we feel these may be beneficial.

	• 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. Moodle 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.
Support requests for issues arising with installed third-party plugins.	Support is provided subject to the availability of sufficient third-party support resources or documentation to describe the functionality and expected behaviour of the plugin.

3.2.1. Specific exclusions

On-site visits.
SCORM content package issues.
Software development.
Set-up, configuration or support of any external authentication (including SSO) or integration.
Remedies that are not commercially or technically feasible.
Modification of Core or plugin code.
Issues arising from additional code e.g. CSS, JavaScript added by your authorised users.

3.2.2. Other

We may create additional user accounts, courses etc. if required to facilitate investigation or troubleshooting. You accept that these additional user accounts may reduce your Active user quotas for all purposes.

We require continuous, unrestricted access to provide the Services. You must not take any action to restrict our access.

3.2.3. Requesting support

Users permitted to request support.	A real person with an individual account allocated as a Current site administrator. We may decline to deal with support requests received from shared or service accounts.

Email / Support Portal*	Our support desk accepts requests 24/7.
Phone*	During support hours.

 *We will provide the necessary contact details when the commencement of the Services is confirmed.

You must provide as much information as possible about the issue, including relevant URLs where appropriate.

A support request is a single reported issue with a single fix.

3.2.4. Definitions

Supported applications: Standard distributions of Moodle or Totara.
Standard distribution: The core application code downloaded from the supported application's official core code repository without the addition of non-standard plugins or third party code.
Support request: A single reported issue with a single fix.
Third party plugin: A plugin not included in a Standard distribution.