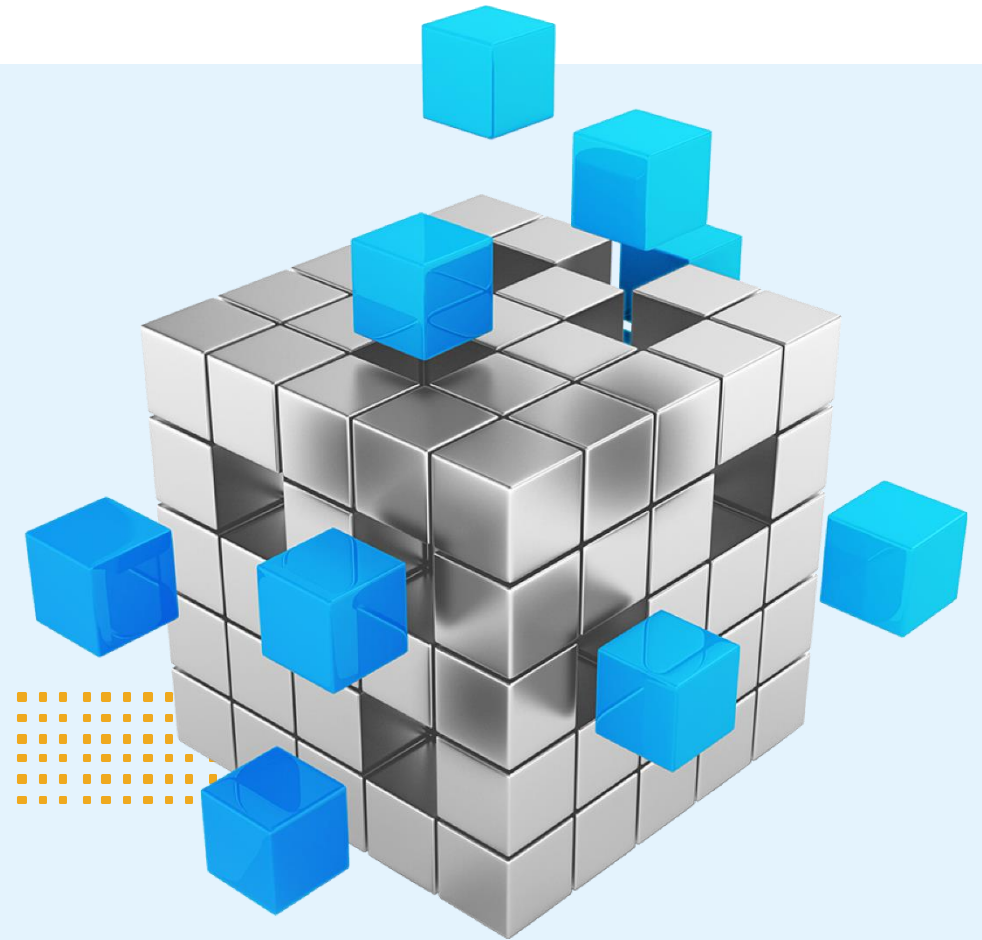




**BLUECHIP
TECHNOLOGIES**

Support Framework

Providing effective service management



Incident Impact



Understanding the different levels of incident impact helps support teams prioritize and allocate resources effectively. The impact of an incident could be **Critical, High, Medium** or **Low** depending on the severity and consequences of the incident.

CATEGORY	DESCRIPTION
Critical (C)	<ul style="list-style-type: none">– Complete loss of service– All users of affected service affected– No acceptable alternative of affected system is possible– Financial loss & reputational damage
High (H)	<ul style="list-style-type: none">– Complete loss of service– No acceptable alternative of affected system is possible– Only a segment of users of affected system/service is impacted
Medium (M)	<ul style="list-style-type: none">– Degraded service, non-critical functionality of service is unusable– Service/system availability not affected– Workaround is available– Users are affected but no financial loss or reputational damage
Low (L)	<ul style="list-style-type: none">– Service is degraded– Few Users affected and localized– Repair is readily available– No impact on finance and reputation of the business

Incident Urgency

The urgency of an incident is the time a customer or business expects something – restoring to full service, providing feedback, fulfilling a request etc.

URGENT

- The damage caused by the incident increases rapidly with the potential to be widespread.
- Work that cannot be completed by staff is highly time-sensitive.
- Several users with VIP status are affected

MODERATE

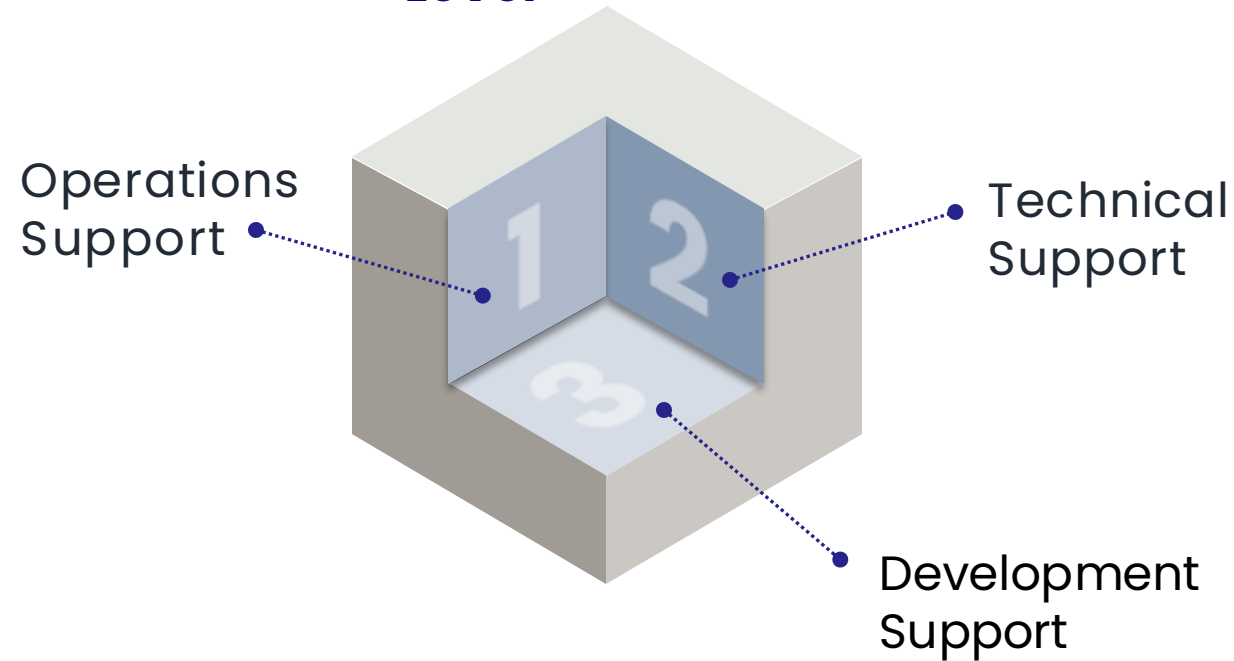
- The damage caused by the incident increases considerably over time.
- A single user with VIP status is affected

LOW

- The damage caused by the incident only marginally increases over time.
- Work that cannot be completed by the user as a result of the incident is not time-sensitive

Escalation and Priority Matrix

Escalation Level



Priority 1

A complete loss of service. **Impact:** Reasonable work cannot continue, so the situation is an emergency.

Priority 2

A severe loss of service. **Impact:** Frequent application failure but not data loss, so Operations can continue in a restricted fashion.

Priority 3

A minor loss of service. **Impact:** Inconvenience, which may require a workaround to restore functionality.

Priority 4

No loss of service. **Impact:** No impact on the operation of the software, so no impediment on the operation of the system.

Functional Escalation Model

ESCALATION LEVEL	RESPONSIBLE
Level 1 (L1)	Service Desk
Level 2 (L2)	Super Users Group
Level 3 (L3)	Operations Support
	Technical Support
Level 4 (L4)	OEM/ Senior Development Team



L4: This group deals with issues related to major product modifications/ changes, which might require help from OEM or product developers/vendors

L3: This group deals with tickets requiring high level code changes.

L2: Deals with support tickets that can be resolved by performing basic configuration changes and suggesting workarounds where applicable

L1: Initial level of maintenance provided by customer's help desk/ service desk. They screen issues and assign to appropriate party/owner

Service Level Agreement



	01	02	03	04
Response Time	Within 15 minutes	Within 1 hour	Within 4 hours	Within 6 hours
Update on Progress	Every 60 minutes	Every 1 business day	Every 5 business days	Every 10 business days
Restoration Time	Within 4 hours of initial call	Within 8 hours of initial call	Within 1.5 days of initial call	Within 3 days of initial call
Closure Notification	Within 60 minutes of restoration	Within 60 minutes of restoration	Within 60 minutes of restoration	Within 60 minutes of restoration
Resolution Time	24 hours from initial call	14 days from initial call	20 days from initial call	30 days from initial call

Support Scope



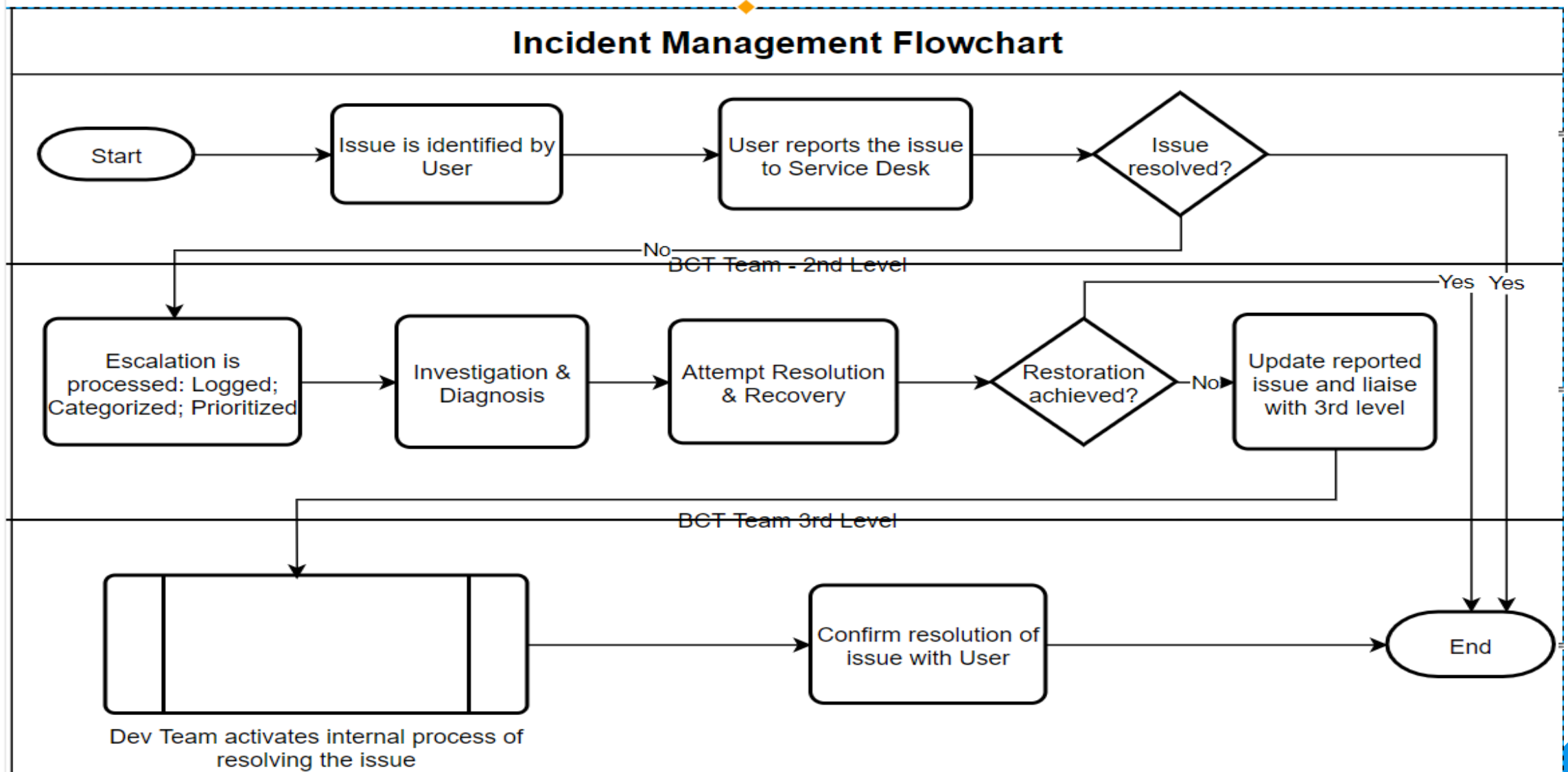
Out Of Scope

- Support and maintenance of the infrastructure of the services
- Development of other services/applications outside the listed services/applications above.
- Support of third-party systems/applications integrated to any of the services/applications listed above
- Implementation of enhancements/change request/concerns to the services/applications

Operation Scope

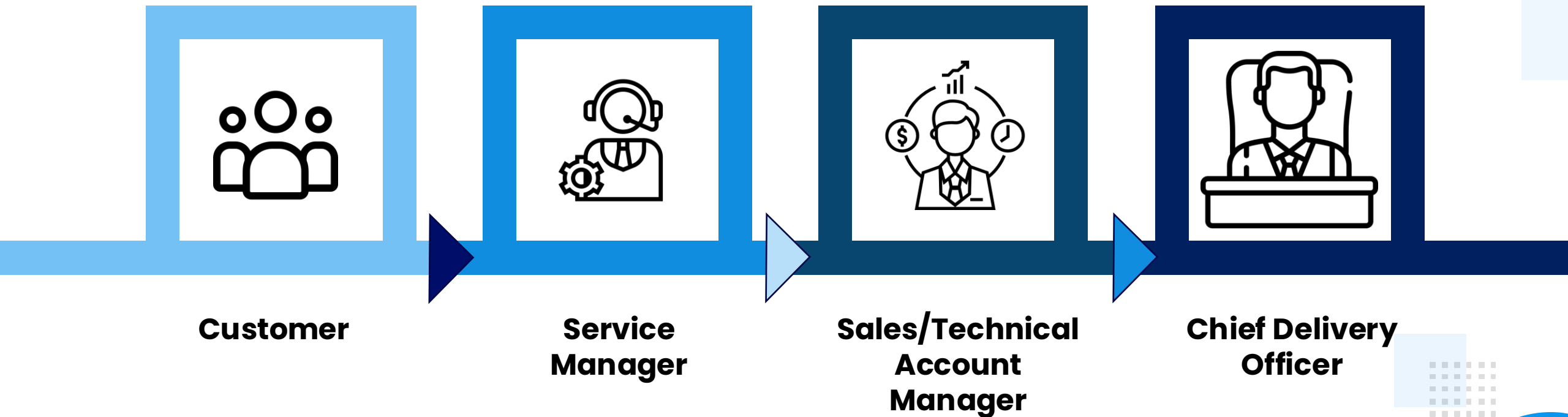
- Monitoring, support and general administrative functions of the services
- Periodic checks to ensure high availability of the services/applications
- Notification/alert system in the event of any issues (application/system listed above)
- Identification and resolution of incidents/problems which arise from application usage
- Provision of root-cause analysis in the event of P1 or P2 related incidents
- Work with the customer to plan and implement the resolution of any audit findings on any of the services
- 24*7 telephone support and five days a week (excluding weekends and Public Holidays) Remote and/or On-Site support

Incident Escalation Flow



BCT Management Escalation Process

Experiencing any delays or matters of urgent attention?



Hierarchical Escalation Model



Our escalation model is designed to ensure that issues already reported to service engineers are highlighted or flagged with Bluechip Management Team to allow appropriate personnel to respond promptly and not allow unresolved issues to linger for too long.

ESCALATION LEVEL	SCENARIOS	WHO TO CONTACT	CONTACT METHOD
Level 1	Impending breach on SLA: <ul style="list-style-type: none"> ▪ Logged incident is not progressing to your expectation ▪ No formal acknowledgement after an issue is escalated ▪ Failure to act on agreed activities ▪ A service request is not attended to 	Service Manager	Contact the Service Manager via email or phone call
Level 2	If you are still experiencing delay after level 1 escalation. Generally, this may include: <ul style="list-style-type: none"> ▪ No feedback yet after about 3hrs of level 1 escalation ▪ Not satisfied with response provided ▪ The impact of incident is escalating 	Sales Account Manager	Contact the Sales Account Manager via email & phone call
Level 3	If you are not satisfied with outcomes from levels 1 & 2 escalations: <ul style="list-style-type: none"> ▪ Reputation of the business is threatened. ▪ Financial losses may be incurred ▪ Impacted users cut across all the business units ▪ Regulatory concerns are being infringed 	Chief Delivery Officer	Request through the Service Manager the CDO's email and phone contact

Collaborating with the Customer



- 01** Shared ownership in restoring the service
- 02** Quality and quantity of communication/information
- 03** Joint planning on problem resolution

Our Teams



TEAM	EMAIL	PHONE NO
Management Team <ul style="list-style-type: none">Tope Ajao	<ul style="list-style-type: none">tajao@bluechiptech.biz	<ul style="list-style-type: none">+234 809 656 5659
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