



SirsiDynix Client Care Service Level Commitments

When a client calls the SirsiDynix Client Care Center for assistance, a team dedicated to that client goes into action – with SirsiDynix Client Care representatives and other SirsiDynix staff members working together to meet the client’s needs.

SirsiDynix Client Care Commits ...

- To provide our clients with a range of optional channels for communicating software and hardware issues to SirsiDynix. These channels include:
 - Telephone center staffed by well-trained, knowledgeable SirsiDynix Client Care representatives, available during published hours
 - Means for our clients to submit questions and problems 24 hours a day, seven days a week through alternative methods such as email or a Web-based form
 - 24/7 Critical Care service for libraries requiring access to SirsiDynix support services outside of normal business hours
 - Easy scheduling of after-hours services, typically fee-based, to allow the client minimal downtime for certain support activities
 - Availability of self-service options – such as current FAQs, a knowledge base, and appropriate documentation
- To provide timely responses and updates on all reported issues that are not resolved at the time originally reported.
 - When possible, Priority 1 (P1)* incidents will be handed directly to a senior Sirsi Client Care staff member. In all cases, incidents will be assigned to a Client Care representative who will begin researching the incident within one hour. The site contact will receive an update at least every two hours.
 - Priority 2 (P2)** incidents will be assigned to a Client Care representative who will begin researching the incident within 24 hours. The site contact will receive at least weekly updates until the incident is resolved.

- Priority 3 (P3)*** incidents will be assigned to a Client Care representative who will begin researching the incident within 48 hours. The site contact will receive at least weekly updates until the incident is resolved.
- To assign to each client whose staff members request assistance from the Client Care Center a dedicated Client Care team to manage all incidents reported by the client and to ensure their resolution.
 - SirsiDynix will employ technology that will allow site contacts to call SirsiDynix and be routed directly to their Client Care team.
 - Each Client Care team will include a SirsiDynix systems analyst to allow the team to resolve all types of incidents quickly and effectively, whether related to SirsiDynix software, operating systems, databases, hardware, etc.
- To provide only quality software, documentation, and services to our customers.
 - All SirsiDynix software will be tested in-house as well as within live beta test environments.
 - Documentation will be current to the most recent release of each SirsiDynix software product and will be checked continually for accuracy and clarity.
- To facilitate the exchange of information among SirsiDynix's clients by encouraging participation in a variety of communication forums, including:
 - SirsiDynix listservs
 - SirsiDynix-sponsored user group meetings and activities
 - SirsiDynix discussion and software enhancement forums

SirsiDynix commits to doing its best to meet the service levels described above. However, to do so, we need the following from our clients:

- Access into the servers for which the problem or question is being reported. Access to a system prompt and/or access via a SirsiDynix ILS client are often necessary to troubleshoot a problem. If a site cannot grant SirsiDynix access when needed, we cannot make commitments regarding the level of service we can provide.
- Access to staff is especially important when working critical issues. Library staff from the client site must be available on-site to assist in troubleshooting a given problem.

Incident Escalation

Escalation is based on either priority of the incident or the status of the incident. Escalations are done either to the supervisor or other appropriate SirsiDynix staff. Escalation management saves time and resources.

- Client Care teams will meet daily to review open incidents and escalate them as necessary.
- Client Care management will regularly review open incidents to identify those that require escalation.
- Client Care will provide library staff the means to escalate any incident either by requesting a higher priority assignment or by requesting supervisor/management review.

Customer Satisfaction

Performance monitoring of our commitments is accomplished through a variety of internal reporting methods, as well as through direct customer feedback. SirsiDynix commits to:

- Capture and report meaningful metrics through our internal support applications
- Survey our clients to provide feedback on incident resolutions – to be reviewed by SirsiDynix senior management
- Follow up on any unsatisfactory comment or rating that is received. A SirsiDynix manager will:
 - Contact the surveyed customer within 48 hours
 - Gather addition details or information as necessary
 - Arrange a mutually agreed upon plan for resolution
- Provide client a monthly incident status report detailing incident activity for that month
- Give library staff the means to reopen any incident which has not been resolved to their satisfaction.

We are committed to our clients' complete satisfaction with our service process.

*Priority 1 (P1) issues are considered critical issues for the library. The entire system is down or a major portion is inoperable, and it is impacting the library's ability to operate.

**Priority 2 (P2) issues are considered urgent. The system is operating, but there is a problem that is hindering operations. This usually means that a secondary portion of the system is inoperable or there is a problem that is impacting the data.

***Priority 3 (P3) issues are common questions or issues that are not having a major impact on the library or the integrity of the data.