

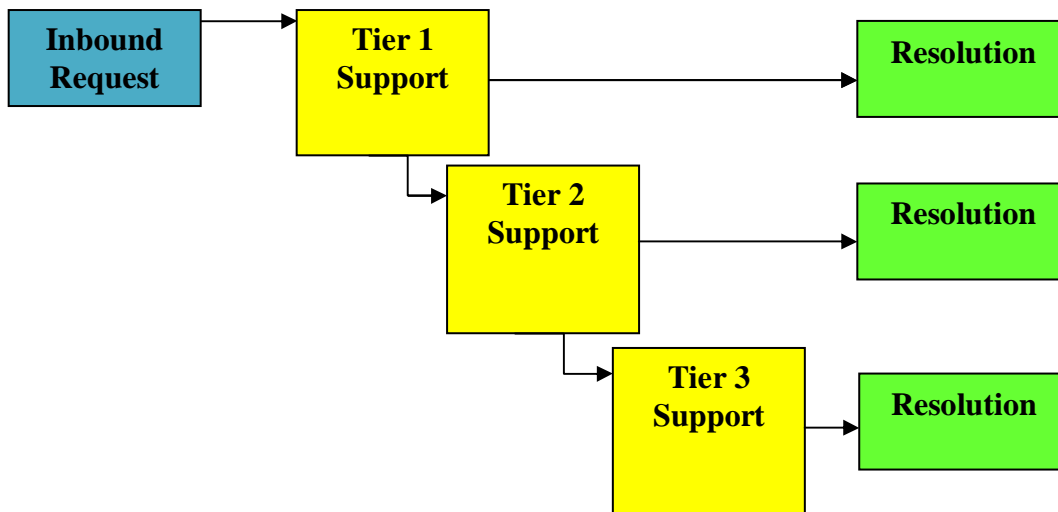


LearnCentral - Customer Support

Included in all LearnCentral licensing fees is access to a support hot line via email and a toll-free phone from 8am-6pmEST Mon-Fri, excluding holidays. Technical resources in North America conduct support from our main office or remotely. We can offer additional support (24 x 7).

While LearnCentral is robust and full featured, our LMS has been designed to be user friendly and logical for both Users and Administrators. If support is needed, we follow the process outlined below.

Support Process – In order to effectively communicate, track and address support requests, all inbound requests follow a standard process.



Inbound Request – All inbound requests, regardless of their nature, should enter the support chain at Tier 1 so that the issue can be properly logged for routing and tracking purposes. Support requests initiated elsewhere in the support process should be re-directed to Tier 1.

Tier 1 Support – LearnCentral Help Desk

- A. Support tasks include:
- Providing a self-help option in the form of Frequently Asked Questions (FAQ)
 - Collecting sufficient data on all inbound support requests to effectively diagnose and solve the problem. This includes answers to such questions as:
 - **When did the problem occur (date/time)?**
 - **What you were doing?***
 - **What did you expect to happen?**
 - **What actually happened?**
 - **What did you do to try to work around the issue?**

**Specific information should be gathered including course name, date, times, usernames, passwords, event ID's, and any other information necessary to address the request.*



- Addressing user-level requests from students, instructors and administrators about how to access or use the Portal
- Escalating requests with sufficient details to Tier 2 if they cannot be addressed
- Understanding the solutions to escalated problems so future requests may be handled at the Tier 1 level. While some problems (such as code bugs) fall outside this scope, others do not, including: data-entry errors and user-error or user-misunderstanding problems.

B. Examples of Tier 1 requests:

- System check failed
- Add / update system check URL
- Can't log in / forgot password / changing a student password
- Changing a users time zone / updating time zone codes
- Add / update Helpful Links, FAQs, Client Content pages
- Adding courses to session_template.php file

Tier 2 Support – Escalated to Super Administrators

A. Support tasks include:

- Addressing administrator level requests that could not be addressed by Tier 1
- Diagnosing problems based on knowledge of the business logic of the system
- Completing routine maintenance tasks
- Escalating requests with sufficient details to Tier 3 if they cannot be addressed
- Escalating requests to 3rd parties with sufficient details

B. Examples of Tier 2 requests:

- Scheduling issues / unexpected behavior
- Answering business logic or design questions
- Removing files from the class paddock (instructor upload area)
- Launch / connection failure with third-party systems

Tier 3 Support – Escalated to Learn Central Development Team

A. Support tasks include:

- All code related issues or bugs
- Database level requests
- Transaction logs
- Report errors

B. Examples of Tier 3 requests:

- Issues determined to be caused by bugs / bug fixes
- Updating / deleting data at the database level
- Reviewing transaction logs for diagnosing issues
- Failed API or web service calls