

spatial dimension
AN MS GROUP BUSINESS



flexicadastre

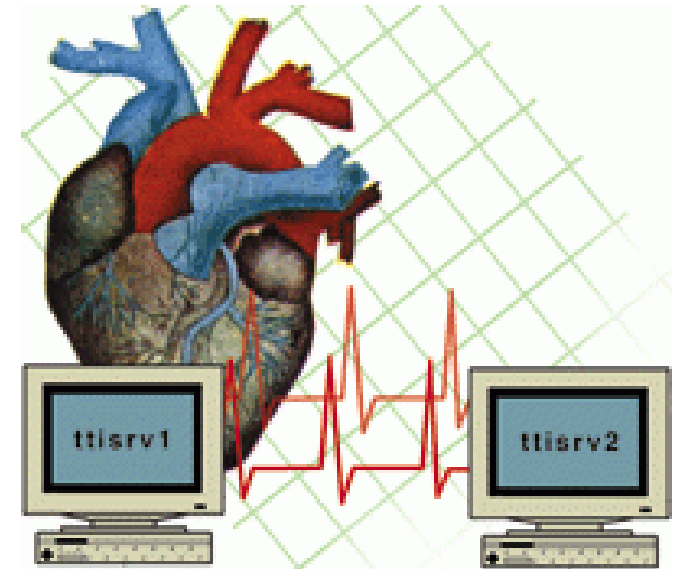
Supporting FlexiCadastre

Saliegh Aziz

Support Manager

Support Management - Goals

- Restore normal service operation as soon as possible



Support Management - Goals

- Core team remain focused



Support Management - Objective

- Minimize business impact



Support Management - Activities

– Support line



Support Management - Activities

– Recording



“A problem well stated is a problem half solved” – Charles F. Kettering

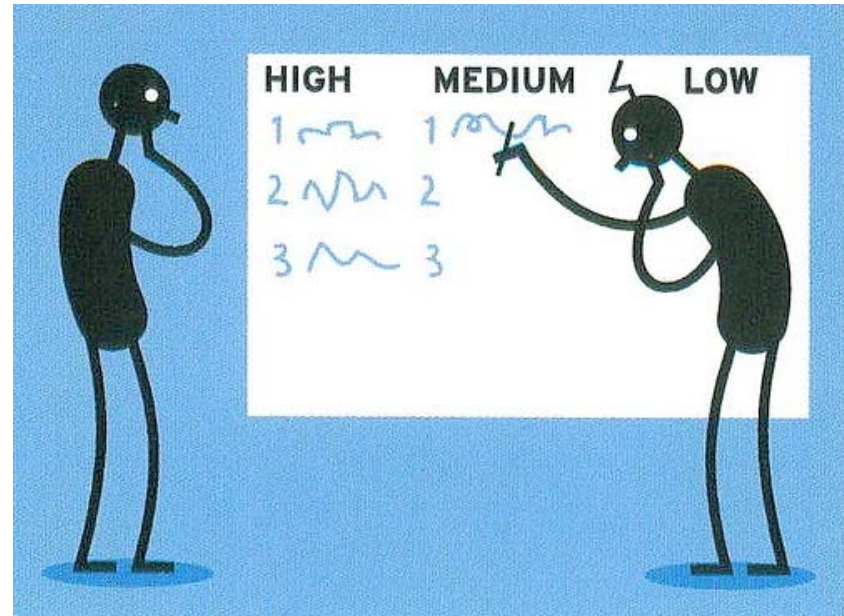
Support Management - Activities

– Categorization



Support Management - Activities

– Prioritization



Support Management - Activities

- Initial Diagnosis



Support Management - Activities

– Escalation



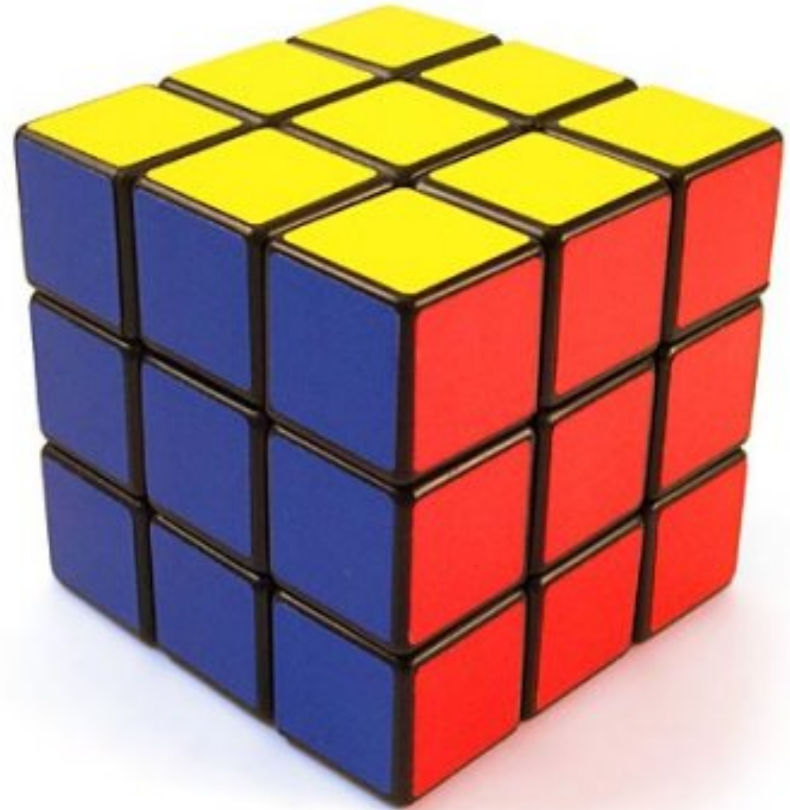
Support Management - Activities

– Matching



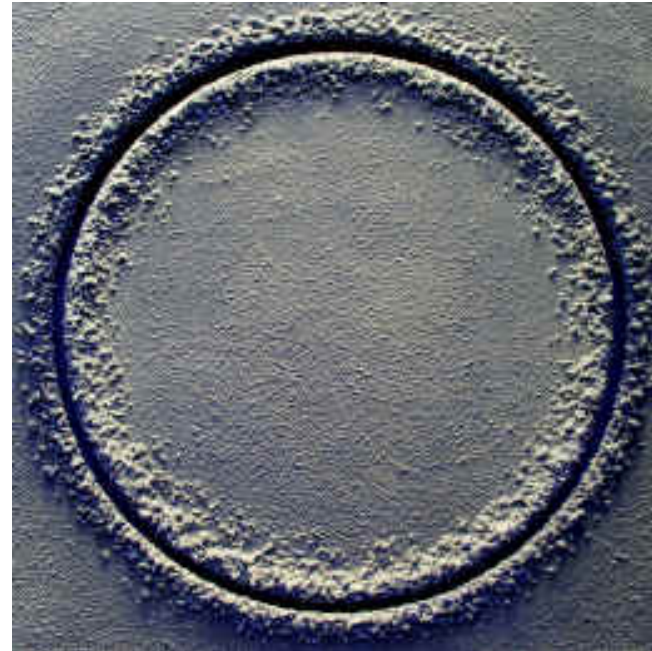
Support Management - Activities

– Resolution



Support Management - Activities

– Closure



Support Management - Value to Business

- Downtime minimized



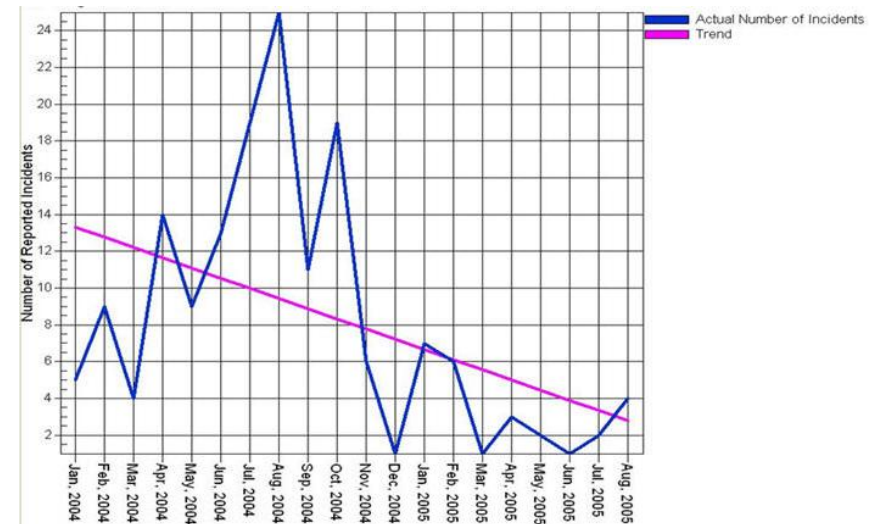
Support Management - Value to Business

- Identify possible improvements, additional service or training requirements



Support Management - Metrics

- Number of incidents
- completed within agreed SLA?



Support Management

- Replicate issue – remotely
- Local Replica sites
- Proactively notifies on critical fixes

Support Management - Looking Forward

- Provide 24hr/day support
- Local telephone numbers
- Extensive Knowledge Base
- Standardize on Remote Desktop Protocol
- Multi-tiered technical support
- Customer satisfaction measurement tools

Questions

