

# SunGuide™ Support Definitions and Response Times

April 18, 2008

## Software Issue Severity - Definition

There are four levels of software issue severity defined in this agreement (SwRI will provide a classification of the issue to FDOT after initial evaluation of the issue report is made):

- Critical Failure – a system failure that prevents operation of the SunGuide software.
- Failure – a subsystem of SunGuide or a component that prevents operation of a part of the SunGuide system.
- Bug (low impact) – a software issue that can be compensated for through manual operation or that does not impact operation of the TMC.
- Enhancement – improvements to the software that can be included in a future software release.
- Deployment/Configuration – an issue related to either an installation or configuration that is prohibiting proper operation of the software.

## Methods of Requesting Support

There are three methods available to request support:

- Call the support line telephone number – this is typically used for urgent matters such as a system not in operation.
- Enter a Footprints issue – Footprints is a commercial issue tracking tool used by the SunGuide support contractor to provide the FDOT with insight into the resolution of software issues as reported by the FDOT SunGuide user community. If the issue is not of immediate nature (e.g. require immediate communication) Footprints can be used to report problems or request enhancements.
- Submit to FDOT SunGuide Project Manager – requests for on-site support (e.g. request the support contractor to come to a TMC) should be made through the SunGuide PM and not via the support phone line or Footprints. Enhancements may be sent to either the SunGuide PM or entered in Footprints.

## Initial Response Time Using the Support Line

The time for SwRI to respond to a reported issue is defined in three levels of responsiveness, as follows – the timer to respond starts once the software issue is initially logged with the SwRI Help Desk via the support phone line. Severity levels and required response times include:

Level 1	1 hour initial response time to SunGuide software issues.
Level 2	14 hour initial response time for SunGuide software issues.
Level 3	61 hour <sup>1</sup> onsite initial response for SunGuide software issues.

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<sup>1</sup> Sixty one (61) hours is based on a issue being reported at the close of business Friday (6 p.m.) and the start of business on Monday (7 a.m.).

The “initial response time” is the time in which the person reporting the issue should expect a return phone call from SwRI (this is effectively an “acknowledgement” of the issue). The time to “fix” the issue will vary based on what the issue is – any issue that is more than a simple “restart” or “configuration change” may be discussed with the FDOT CO who will work with the Districts to establish the priority of what issues SwRI will work on first – typically this is a “first in / first out” approach but circumstances may arise where the FDOT CO provides alternative priorities to solving a issue.

Issues reported to the telephone line will be opened as a Footprint issue by the SwRI staff so that the issue and its resolution can be tracked. Depending on the location of the SwRI staff member, the logging of the issue may not occur until the next business day if the SwRI staff member does not have Internet access to Footprints.

The SwRI staff will provide the caller insight into how long it will take to resolve the issue; the several years of history in providing the SunGuide support role have shown that issues either tend to be resolved quickly (due to configuration or system issues) or they take much longer because they are “enhancement” in nature.

### Mapping Issues to Response Times for Support Line

SwRI is obligated to respond to SunGuide Software issues in a timely manner. The table below details required response times when issues are reported via the support telephone line.

Critical Failure	Level 1 response
Failure	Level 1 response if the issue is reported between 7 a.m. EST and 6 p.m. EST Monday through Friday excluding holidays.
	Level 2 response if the issue is reported after 6 p.m. EST but before 7 a.m. EST Monday through Friday or reported on the weekend or on a holiday.
Bug (low impact)	Level 2 response if the issue is reported between 7 a.m. EST and 6 p.m. EST Monday through Friday excluding holidays.
Deployment/Configuration	Level 3 response if the issue is reported after 6 p.m. EST but before 7 a.m. EST Monday through Friday or reported on the weekend or on a holiday.

Holidays are those recognized by the State of Florida for FDOT employees.

### Footprints Issue Resolution

The Footprints website is password protected; user logins may be requested by contacting the FDOT SunGuide Program Manager. Users classify software issues based on their opinion of the severity of the issue and should be consistent with the definitions provided at the beginning of this document. If immediate response is needed, the support line should be used; while Footprints is reviewed daily the response times required in this document are for telephone support calls. The following SwRI staff activities will occur with Footprints issues:

- Daily review of new issues: a SwRI staff member is assigned to review (acknowledge) new footprints issues on a daily basis (M-F non-holidays). During this review an initial assignment of staff will be made and first efforts at resolution will occur. At this point the issue classification will also be reviewed and modified as appropriate.
- Daily review of Critical Failure issues: each active Critical Failure will be reviewed each business day to assure progress is being made in resolution of the issue.

- Every other daily review of Failure issues: each active Failure will be reviewed every two business days to assure progress is being made in resolution of the issue.
- Weekly review: the SwRI staff will review all Bug and Deployment/Configuration assigned issues (that are not listed as enhancements) at least once per week and update the status in Footprints.

### **Issue Prioritization**

Every two weeks the FDOT Central Office and the SwRI team will meet to discuss the priority of the open Footprints issues. The FDOT CO will assign the priority for which tasks the SwRI team will work on for the following two weeks. As the level of funding available for support varies, the number of issues that can be addressed with also vary based on the complexity of the issue. In general the following priority for issues/activities will be used (within each category the FDOT CO will provide the priority to SwRI):

- Responding to telephone support line calls
- Critical Failures
- Failure
- Responding to Footprints issues daily/weekly as defined in this document
- Deployment/Configuration
- Bug (low impact)
- Enhancement

Note that when new issues are being reported that require immediate attention that a call should be placed to the support line as opposed to creating a Footprints issue. Footprints is not intended to replace the use of the support line, urgent matters need to be logged via the telephone.

### **Reporting on Support Contractor Performance**

SwRI provides a status report every four weeks that provides highlights of the activities performed by SwRI staff. Additional resources for insight into what is being performed by the SwRI project staff are:

- “Support” page of project web site: <http://sunguide.datasys.swri.edu/>
- Footprints (issue tracking) web site: <http://fdotweb.datasys.swri.edu/footprints>

Every two weeks the FDOT CO and SwRI will review open Footprints issues and the FDOT CO will provide direction to SwRI on which issues should be worked over the next four weeks. Issues that are prohibiting operation such as configuration issues will always be given the highest priority. During this meeting, a careful analysis of the priority needs to be made to assure that adequate resources (e.g. developers) are available to work on the issues being given the highest priority.