



Support Service Priority Definition

Defines Reaction Times and
Extent of Ticket Support Offering

Notes

The latest version of this documentation can be found in the QuantityWare [Knowledge Base](#). All documentation is kept current for the combinations of latest BCS release with the latest supported SAP Oil & Gas release. For all currently supported combinations see [Note #000086 "Support and Release \(Lifecycle\) details"](#) page 2, "Release Lifecycle".

Your release level can be determined via:

`"/o/QTYW/COCKPIT" -> "Cockpit" -> "Support Package Level"`.

Version History

Version	Date	Description
00	2020-07-23	Initial version
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1. Fundamental Requirements

The QuantityWare Portal is the single channel through which support services are offered.

When submitting a support request ticket of whatever priority in the QuantityWare Portal, customers or consultants must comply with the following rules:

1. The ticket must be written in English.
2. A contact person must be available to provide information about the problem.
3. The contact person must be reachable under the phone number defined in their portal contact profile and must coordinate the communication of any customer specified additional contacts.
4. The problem must be described in as much detail as possible. Any explanatory documents mentioned in the ticket header must be provided and must contain instructions to allow problem simulation in QW support systems.

Until conditions 1 through 4 are fulfilled – especially point 4 – resolution countdown time will not be started.

2. Definitions

Ticket Priorities

- Very High
- High
- Medium
- Low

Availability

The time frames within which a specific processing priority level is available.

Response

The time within which the duty processor will manually respond to the ticket with a request for further information or with confirmation that the ticket has been passed to the person responsible for solution provision within the QuantityWare organization.

Resolution

The planned time elapsed between reception of the issue by the person responsible for solution provision and the provision of a solution or workaround.

NOTE: This may be impacted by further requests by QuantityWare to the customer for information missing in the original customer ticket definition.

3. Ticket Types

Very High Tickets

Classification

If the incident has very serious consequences for normal business processes or IT processes related to core business processes only in productive systems. Urgent work cannot be performed.

This is generally caused by the following circumstances:

- A productive system is completely down.
- The imminent system go-live or upgrade of a production system cannot be completed.
- The customer's core business processes are seriously affected.
- ... and for each circumstance a workaround is not available.

The incident requires immediate processing because the malfunction may cause serious losses.

In case of a go-live or upgrade, the reason to delay the go-live or upgrade must be one that would cause serious losses if not resolved before go-live.

Refer to the section "[Ticket Types Valid For "Very High" Priority](#)" for further issue-specific details.



Customer Contact Availability

Customer contacts listed in the ticket must be available 24 x 7 x 365.

Processing Times

- Availability: 24 x 7 x 365
- Response: 4 hours
- Resolution: 48 hours

High Tickets

Classification

If the incident results in normal business processes being seriously affected. Necessary tasks cannot be performed.

This is generally caused by the following issues for non-productive systems:

- Incorrect or inoperable QuantityWare functions within the SAP Oil, Gas and Energy system that are required immediately, e.g. calculations cannot be performed, cockpit functionality is not available, hindering a go-live, month-end processing, successful configuration.

The incident is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow or project progress.

Processing Times

- Availability: 06:00 – 20:00 CET, Monday to Friday , excluding German public holidays.¹²
- Response: 8 hours
- Resolution: 2 working days

¹ A list of relevant German public holidays can be found in the FAQ [“What are the QuantityWare Work Days and Public Holidays?”](#)

² Possible upon special request per portal ticket for planned weekend or holiday period tasks, with a minimum advanced notice of 10 working days, at no additional cost.

Medium Tickets

Classification

If the incident is caused by QuantityWare-specific functionality being affected with no direct negative impact on business processes.

The issue is caused by incorrect or inoperable QuantityWare functions in the SAP system e.g.:

- QuantityWare Petroleum or Gas Measurement Cockpit functions are not available / functioning correctly.
- QuantityWare information services are not available, e.g. website FAQs, documentation.

Processing Times

- Availability: 08:00 – 17:00 CET, Monday to Friday, excluding German public holidays.¹
- Response: 1 working day
- Resolution: 4 working days

Low Tickets

Classification

An incident should be categorized with the priority "low" if the issue has no effect on normal business processes. The issue is caused by incorrect or inoperable QuantityWare functions that are not regularly required or are rarely accessed.

"Low" should also be assigned to all tickets which contain information requests (e.g. "Consultant Enquiry" tickets) which can be answered with less than one hours' effort; tickets containing requests exceeding this effort will be returned to the customer with the answer that they should seek consulting support from a QW Certified Consultant. Details can be found in the [Remote Support Manual](#).

Processing Times

Availability: 08:00 – 17:00 CET, Monday to Friday, excluding German public holidays.¹

Response: 2 working days

Resolution: 10 working days

4. Ticket Types Valid For “Very High” Priority

- Many ticket categories are available in the QW support portal.
- “Very High” priority for the following categories is allowed under the applicable circumstances listed as follows:

Calculation Issue

A priority “Very High” ticket of this category is allowed if all following points are fulfilled:

- The issue newly appears in a production system after/during a system upgrade (typically performed on weekends) or at any system life-cycle event which could affect SAP Oil & Gas functionality or customization / configuration
- Test scenarios are in place and report the issue – the test scenario log that reports the issue is attached to the ticket
- The completed [Calculation Issue Questionnaire](#) has been attached to the ticket

Installation/Technical

A priority “Very High” ticket of this category is allowed if:

- In a production system after/during a system upgrade (typically performed on weekends) QuantityWare BCS appears to stop the completion of the upgrade or continuation of normal production operations.

Portal Issue

A priority “Very High” ticket/message of this category is allowed if:

- Customers cannot log on to the portal and obtain their new BCS usage key(s) for installation to their production system, owing to the portal not being available outside of an announced, planned maintenance period.

In this instance, as the portal is not available, a message should be sent to

QuantityWare via the Website contact form: <https://www.quantityware.com/contact/>

OR

- Serious issues effecting the portals' own security are reported.

General / Software

A priority "Very High" ticket of this category is allowed if:

- Any of the above are reported as a "General" Ticket – then the correct ticket type must be raised, and the original ticket closed

OR

- In a production system, QuantityWare BCS apparently causes serious disruptions of major business processes and no work-around is available.

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