

DSI Support Process

SUPPORT AVAILABILITY

DSI's standard business support hours are 9:00 am – 8:00 pm Eastern Standard Time, from Monday through Friday (excluding statutory holidays). All services delivered as part of any inclusive support agreement are performed Monday through Friday 9:00 am - 5:00 pm Eastern Standard Time, except statutory holidays.

Deployments or other support activities may occur outside these hours where a managed service contract is in place, following required maintenance windows, deployment schedules, or approved change requests. For example, data processing monitoring activities commence Monday through Friday at 7:00 am Eastern Standard Time. Extended hours support coverage, i.e., outside of regular business hours including weekends, and statutory holidays can too be part of a comprehensive agreement.

CONTACTING SUPPORT

Support requests, and other contact with the DSI Managed Services team should be initiated using an email request sent to support@dstrat.com.

TRIAGE

DSI Managed Services prioritize support requests based on the following criteria to determine the appropriate priority and associated response times.

Category	Definition
A	A category A incident is defined as having a severe impact, including where one or more services are not accessible or are unusable, or critical functionality is not available. Critical functionality is defined as system functionality or service(s) that if not available negatively impacts production, operations, or deployment deadlines that could result in an immediate negative financial impact, impacts many users, poses a security risk, or materially affects the client's business functions.
B	A category B incident is defined as having a significant impact, including where effective systems and services are operational but functionality is significantly degraded, or essential functionality is unavailable to a business unit, department, or application module. Essential functionality is defined as system functionality or service whose unavailability could be tolerated for a short time or where a reasonable workaround exists but may be prohibitive to long-term use or may negatively affect business functions.
C	A category C incident is defined as an issue where systems and services are operational, but minor functionality is impacted and/or a limited number of users are impacted, and in each case, an acceptable workaround exists with minimal business impact. Non-production environments can only experience a category C incident.

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RESPONSE TIMES

Category	SLA
A	Immediate response will be issued within 30 minutes, followed by an effort estimate for resolution within 1 hour. DSI will provide an hourly update on the status of the request.
B	Immediate response will be issued within two hours, followed by an effort estimate for resolution within 4 hours. DSI will provide a daily update on the status of these requests.
C	These issues will be placed on a backlog and addressed on a first come, first-served basis only when any category A or B trouble tickets are clear. Initial triage will take place within a business day and an estimate for resolution will be provided within two days. Updates on the status of these requests will be updated weekly.