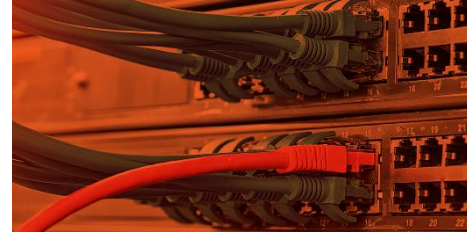




# Technology Management Services: Support Process

June  
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# Support Overview



At Just-Tech, our overall goal is to ensure that the right technology is in place and running smoothly for you. We focus on the technology which in turn enables you to focus on your mission. By ensuring that our team understands the details of your technology environment, we are better positioned to support and respond to requests for service and changes in your environment.

# Support Overview

Requesting assistance with technical issues follows Just-Tech's customer-focused support process as outlined below:



The process begins with submitting a support request via: Email, Online Portal or Phone (urgent requests)  
The support request should include name, details on the issue, urgency, and requestor contact information.



Our centralized ticketing system is used to record and track all communications and related information regarding the request. Ensuring that a ticket is created for all service requests is key for visibility, root cause analysis, trending, reporting, etc.



Once a ticket is created for the service request, it is immediately routed to our dispatcher who triages/troubleshoots the request. Depending on the severity and urgency of the request, the dispatcher may immediately resolve the request (such as for a password reset), assign and/or escalate to the appropriate person or team.



Our response time target is 30 minutes. See Appendix B: Service Level Agreement for additional details.

# Support Overview

The ways in which we provide support are as follows:



**Remote access to your laptop or workstation:** Remote support is generally the quickest way to resolve an issue. The majority of issues are resolved remotely.



**Guidance via a call:** Used when users are unable to use their laptop or workstation, or the network is down.



**Onsite support:** Scheduled onsite support is planned and discussed ahead of time.



**Emergency onsite support:** Emergency onsite support for urgent, high impact issues.

# Support Overview



The old saying, “Well begun is half done,” captures the essence of the onboarding process. By collecting this information and establishing appropriate baselines up front, Just-Tech is setting the stage for you to leverage your technology investment to the fullest. In our experience, this helps minimize day-to-day disruptions, resulting in better service continuity when you need it most.

# JUST TECH

