

Aqitas Support Policies & Procedures

Aqitas Support clients are entitled access to the Aqitas Support Portal, a platform built to identify issues with Maximo and address them in a timely manner. Outlined below is how the Portal should be utilized.

Creating a Service Request (SR)

1. Log into the Support Portal: <https://support.aqitas-solutions.com>
2. Click "Create Service Request."
3. Select Priority Level based on four priority levels shown in the table.
4. Fill out the required fields on the ticket (Title, Summary, and Environment)
 - a. Make sure the Summary is specific and distinguishable from other service requests so that it is easily searchable.
 - b. Select the appropriate Affected Environment.
 - a. Embed images or attach documents as necessary
5. If applicable, fill out the Client Ticket ID for internal ticketing system or Client CR ID for validation requirements.
6. Submit
 - a. Once an SR has been submitted, the client will receive an email response from an Aqitas Team member.
7. To revisit any particular ticket, search the Portal by scrolling through manually or filtering by any of the ticket fields (SR ID, Summary, etc.).

Priority 1	Critical / Emergency (Production System Down)
Priority 2	Significant Impact
Priority 3	Minor Impact / Configuration Request
Priority 4	Minimal Impact / How-To Questions

Communication Policies

- Once a Service Request (SR) has been created, the client can check its status at any time in the Portal.
- The client will receive all communication **from** Aqitas via email. These responses are also tracked within the Portal under the associated ticket.
 - Responses from Aqitas will be sent from support@aqitas-solutions.com
 - Subject field will read: [SR#] – Response – [Summary]

SERVICE REQUEST STATUS FLOW	
NEW	Newly created by client, not yet seen by Aqitas
QUEUED	Newly created, assigned and identified by Aqitas
INPROG	Actively being addressed by Aqitas
PENDCLIENT	Awaiting client response
PENDIBM	Awaiting response from IBM Support
PENDHOST	Awaiting response from hosting provider
PENDAQ	Awaiting response from Aqitas
PENDVAL	Issue has been successfully tested and is now in the validation process
RESOLVED	Issue is resolved
CLOSED	Issue is closed



- All communication to Aquitas should take place through the Support Portal using the Work Log. **Please do not respond directly to emails from Aquitas Support.**
- Aquitas will document communication (phone calls or old emails) on the client’s behalf by using the CLIENTNOTE log type as necessary. This will appear in the Work Log as well.
- Once the client has confirmed that the issue has been properly addressed, Aquitas will change the SR status to RESOLVED.
- After SR is marked as RESOLVED, the client will have 30 days to reopen it. Otherwise the system will automatically change the SR status to CLOSED.

Levels of Support:

	PA w/ S&S	IBM SaaS / Managed Services/ Public SaaS	FCT w/ S&S (Not currently offered)	Aquitas MaaS/Hosted	MMS	SOW
Triage	AQS	AQS	AQS	AQS	AQS	AQS
Product Break/Fix	IBM	IBM	AQS	AQS	AQS	AQS
Infrastructure / Upgrade / Patch	Client	IBM	Client	AQS	AQS/ Client	AQS/ Client
Enhancements / Data / Training < 40 hours	Client	Client	Client	Client	AQS	AQS
Projects	Client	Client	Client	Client	Client	AQS

Passport Advantage (PA): *Procurement vehicle a client uses to obtains IBM software at the Corporate level (ie. Maximo) and where terms of use, and proof of entitlements are managed. Our team can assist in triage, but you’re Maximo Admin will work directly with IBM to resolve any Maximo product errors.*

IBM Software on the Service (SaaS)/ Public SaaS: *Provides “cloud” based Maximo experience where the back-office support is provided by IBM directly. Our team can assist in triage, but your Maximo Admin will work directly with IBM to resolve any Maximo or Infrastructure concerns.*

Flexible Contract Terms (FCT): *Not currently offered, these are legacy Maximo contracts where first level support of Maximo is provided through Aquitas.*

Aquitas Maximo as a Service (MaaS) and Hosting: *Aquitas provided Maximo hosting in the “cloud”. The back-office database work, server patching, and Maximo upgrades are handled by our team and your MaxAdmin focuses on the utilization of the Maximo tool.*

Maximo Managed Services (MMS): *Managed Services program provided by Aquitas Solutions. Offers reduced rates and SLA’s for Aquitas to support the client for anything Maximo. 3 different Levels are available - Silver, Gold and Platinum- which offer a set number of hours to be utilized over the contract period at reduced rate.*

Statement of Work (SOW): *For Maximo configurations, integrations, or reports greater than 40 hours in estimate, Aquitas will assign a Project Manager and resource appropriately to coordinate delivery of the Project.*