

Support Mechanism Document

Version: 1.0



Cantonment Boards



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I. CALL-LOG PROCEDURE: CENTRAL SUPPORT

ABAS APPLICATION CENTRAL SUPPORT

- All CB's will have to log the call with details – description of the problem faced and screen shots in attached Call log Template reflecting the same on our given e-mail IDs (currently - cbsupport@abmindia.com). Helpdesk Person of ABM will not accept any call on WhatsApp group and would request CB person to log the call on our given email ID.
- CB's will take assistance of On-Site support at Level-1. At next Level, they may call on central Support over phone pl. call on 8422891247.
- The call log template must be filled completely & reviewed by the CB Programmer before sending on support id cbsupport@abmindia.com.
- Helpdesk person will check given e-mail ID on regular basis and Log all received calls for each CB allocated to him / her in Redmine tool, which will generate a issue number automatically, which will be conveyed to them on email. For further communication both CB and project coordinators will use this call log number
- Further the Helpdesk resource will read /understand, check and analyze the call on test environment or staging environment. Based on the nature of the call it will be assigned for resolution either to L1 support or to L3 support.
- Depending on the nature of problem, L1 support will guide the CB person for solution or will have to take remote of CB to provide support.
- If L1 support is not able to resolve the issue he will have to forward call to Central support (L3). After any Call resolution by L3 or L1 resource, CB must give Call Log Confirmation by email.
- Goggle Groups created earlier will be used only for uploading master data/templates and sharing common documents / circulars/ notices/ FAQ's/Bulletins etc. to all CB's.




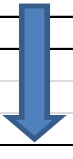
ACCOUNTS RELATED QUERIES (ROUTED FROM CA'S)

- Only the Chartered Accountants (CA's) associated with CB's, shall send their accounts related queries on cb_ca_support@abmindia.com.
Pl. note that Application related queries/issues shall be forwarded to cbsupport@abmindia.com only.

2. GUIDELINES FOR CB

- All Calls will be resolved on **First In First Out** (FIFO) basis. If multiple calls received with high priority, then CB personnel will have to decide priority of call and according to that L1 resource will execute it.
- Internet Connection should be available at CB's with good Speed.
- ABM has provided Mobile Numbers to all resources however in case of range issues, we suggest CB's to provide a landline number for better coordination & support.
- Call-log template should be filled by Programmer with proper analysis and screen shot details so that solution can be provided in short period of time.
- If any logged call need data correction or any changes need to be done in data, then CB must provide data correction letter in given format. It is important to know that without data correction letter solution will not be deployed on live server.
- Data Porting calls also should be sent to cbsupport@abmindia.com email along with proper data sheets attached in the required format for the upload
- If more than one call log is received from CBs, then system manager of DGDE should prioritize the work and inform Programmer of that CB accordingly.
- If any code level changes / Data level changes are required to be done during call resolution process, System Manager (Mr. Prem as of now) will deploy solution on staging server and will verify it. On confirmation from System Manager on mail, solution will be deployed on LIVE.
- Notifications about downtime will be received from Mr. Prem via Google Group.
- MPLS/Lease line connectivity issues will be resolved by system admin of DGDE.
- The Support Methodology for various Issues/ Calls will be as mentioned in below matrix.

3. ISSUE/CALL TYPE WISE SUPPORT METHODOLOGY

Levels	Type of Issue	Escalation to whom	Action Taken
Level 3 Support	4. Code Level Issue	Calls Closed	Code Level Issues will be resolved & Patches will be released for Central Deployment.
	5. Data Correction Issue	Calls Closed	Data Correction is Done & Informed to CB by email.
	7. Enhancements	Calls Closed	After Discussion with Functional Team such calls are forwarded to Mr. Prem.
			
Level 2 Support	4. Code Level Issue	Escalating to L3	Escalating and F/up with L3
	5. Data Correction Issue	Escalating to L3	Escalating and F/up with L3
	6. Understanding	Guiding L1 & Closing Call	Guidance given to L1 Team. L1 Team gives solution to CB & Closes the Call.
	7. Enhancements	Escalating to L3	Escalating and F/up with L3
			
Level 1 Support	Type of Calls Received		
	1. Operational Issues	Calls Closed	Giving Solutions
	2. Configuration Issues	Calls Closed	Giving Solutions
	3. Lease Line Issue	Escalating to Prog/CEO	Escalating and F/up with L2
	4. Code Level Issue	Escalating to L2/L3	Escalating and F/up with L2
	5. Data Correction Issue	Escalating to L2/L3	Escalating and F/up with L2
	6. Understanding	Solving & Escalating	Giving Solutions
	7. Enhancements	Escalating to L2/L3	Escalating and F/up with L2

4. MIS & STATUS SHARING WITH DGDE

- ABM will share "Status of LIVE Data Entry" on Weekly basis.
- ABM will also develop a Live Dashboard Tool for System Admin (Mr. Prem) who can get above mentioned MIS on single click at any time.
- ABM will share "Dashboard of Call Logs" with summary, detail & grouped by command wise & issue wise calls status on weekly basis.
- Software related/ operational & other day to day coordination, Common issues, generic queries that help all CB's will be published on regular basis on Goggle Group with Subject line of e-mail as "DAILY BROADCAST".
- All these Daily Broadcasts will be collated in FAQ document. This FAQ document will be updated and published every month.
- ABM will update all seniors – PDs, Directors and CMC by sharing "Daily Broadcast" as & when published & updated FAQ Document on monthly basis.
- ABM will share FPSR (Fortnightly Project Status Report) along with Status of Live Data Entry & Dashboard of Call Logs to PDs, Directors and CMC on fortnightly.

5. CALL-LOG PROCEDURE/SOP FOR ON SITE TEAM: PROJECT COORDINATORS

- CB's should provide basic infrastructure like Table, Chair, PC with internet connectivity to ABM Project Coordinator so as he can test the issues that CB's are facing.
- Attend Phone Calls on Mobile and maintain Calls received, ensure a call log number is generated for the same by logging in Red-mine which will be informed to the CB and used for further communications. They would be responsible for providing first hand Solution of minor Issues like data entry errors or proper validation checks.
- All issues from the client sent to support helpdesk email or phone will be logged by the support team in Project Management tool (Red-mine) Deputed Project Coordinator is for First level Support for any defects/issues faced by CB in their Cluster.
- He will Assist CB's to Resolve Operational queries of the software usage.
- He will Provide Training/ re-training of CB staff / operators for the modules implemented.
- On daily basis, he will do Co-ordination with Central Support Team (Level-2) for resolving Escalated Issue/Defect.
- Deputed Project coordinator will do testing of ABAS staging server on defects / issue fixes done by the technical team & report identified issues to Central Support Team & get issues resolved.
- For Code Level & Data Correction Issues, a patch will be released on weekly basis (or as decided mutually from time to time) & CB's will be intimated to test the issue they raised. CB's have to inform the status as Open or Closed. If Status is Open then Call will be reassigned else it will be closed in our automated Red-mine Tool.
- Project Coordinator shall Follow & Guide CB's also to follow the **Call Log Procedure** set above.

6. ON SITE SUPPORT TEAM CONTACT DETAILS

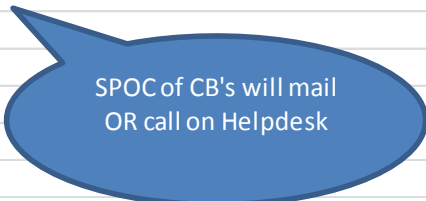
Sr. No.	Cantonment Board Name	Name of Person	Contact No.	Work Order Received Date	Joining Date
1.	Kirkee Cantt Board, Pune	Saurabh Karnewar	8828861334	26-Apr-2018	20-06-2018
2.	Jhansi Cantt Board	Salman Rayeen	8422891359	26-Apr-2018	14-06-2018
3.	Lucknow Cantt Board	Sunil Tiwari	9045727895	9-May-2018	28-05-2018
4.	Jabalpur Cantt Board	Amit Patel	8422891374	9-May-2018	14-06-2018
5.	Ambala Cantt Board	Rahul Shrivastav	8828861335	22-May-2018	22-06-2018
6.	Barrackpore CB	Sumit Kumar Shaw	8422891376	7-June-2018	18-06-2018
7.	Ahemednagar CB	Santosh Rokade	8422891247	Central Resource	06-06-2018

7. ROLE & RESPONSIBILITY OF ON SITE ASSOCIATE

Role: Project Co-ordinator

Responsibility:

- Attend Phone Calls on Mobile and maintain Calls received.
- Ensure any call given by client either on phone or email is given a call log number in project management tool Red-Mine) for reference to further communications
- Check / Analyse the call on the test environment (staging environment once moved to production) and provide first level solution if possible for any defects/issues faced by CB in their Cluster else escalate to Central Support team
- To Resolve Operational queries of the software usage.
- Training/ re-training of CB staff / operators for the modules implemented.
- Co-ordination with Central Support Team (Level-2) for resolving Escalated Issue/Defect.
- Logging the Calls on cbsupport@abmindia.com on behalf of CB.
- Maintaining status of Call Logs status of all the CB's coming under their Cluster.
- Coordination with central team for any functional support. Ensure CB's under his Cluster are using ABAS Software hassle free.
- Do testing of ABAS & report identified issues to Central Support Team & get issues resolved.
- Follow & Guide CB's also to follow the Call Log Procedure set by ABM Central Support.
- Any enhancements / CR suggested by the client should be forwarded to technical central support team.

Escalation Matrix			
Level 3 Support	Techical & Development		Code Level Issues will be resolved & Patches will be released for Central
	↑		
Level 2 Support	Santosh Rokade	8422891247	Calls Received on Cbsupport.abmindia.com will be logged in Redmine Tool
	↑		
Level 1 Support	Name of Person	Contact No	Call received over Phone will be logged in Redmine Tool
	SaurabhKarnewar	8828861334	
	Salman Rayeen	8422891359	
	Sunil Tiwari	9045727895	
	Amit Patel	8422891374	
	Rahul Shrivastav	8828861335	
	Sumit Kumar Shaw	8422891376	
			

8. PROCEDURE FOR SUBMISSION OF ATTENDANCE FOR MONTHLY BILLING OF RESOURCE

- Our Resources will daily sign the attendance kept at Cantonment Board
- Resources will be eligible to take 2 days leave in a month
- If Leaves are not taken in any month then the leaves will be accumulated & Resources can utilise these leave in future.
- Every month Competent Authority of CB (CEO/Programmer) must Sign the attached attendance Certificate and Register provided by the Resource. (CB_Monthly Attendance – PIS.PDF)
- For Supporting, photocopy of the Attendance Sheet signed by CEO/Programmer will be submitted along with Invoice.
- Base Location 6 CB’s should clear “ABM Payments” within 1 week after receipt of Invoice.
- Six deputed resources will be handling the issues as per the clusters defined by DGDE (list attached).
- All CB’s have to follow “Call Log Procedure” and log their calls on CBSupport@abmindia.com.