



SCIENCELOGIC

TECHNICAL SUPPORT GUIDE

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SUPPORT HOURS AND CONTACT INFORMATION

We are open 24x7x365.

Via CUSTOMER PORTAL:	https://portal.sciencelogic.com
BY EMAIL:	support@sciencelogic.com
BY PHONE:	United States: +1 571-418-7456 Australia: +61 2 8294 7456 United Kingdom: +44 20 3828 7456 US Toll Free: (800) SCI-LOGIC (724-5644), extension 2

To submit a support ticket, you must be a registered user on the Customer Portal. If you have not received your login information via email or if you are a new user, you can register via the portal at https://portal.sciencelogic.com/new_user

TO SUBMIT A SUPPORT TICKET:

- Via the Web through the Customer Portal at <https://portal.sciencelogic.com>
- Via EMAIL at support@sciencelogic.com
 - Your email to this address automatically opens a Support Ticket and the system will automatically send you a response email that includes your Support Ticket Number. To update the ticket, reply to this message—be sure to leave the Subject line unchanged.
- Via PHONE by calling the numbers listed in “Contact Us” section.

After a ticket is created, the system will send you a response email with the Support Ticket Number. Note: To have new comments added to a preexisting ticket—be sure to leave the Subject line unchanged.



DELL SILVER PREMIUM HARDWARE SUPPORT

Your new ScienceLogic EM7 appliance includes Dell Silver Premium Hardware Support. Coverage begins once you have received your EM7 Appliance and offers 4-hour On-Site Service by Dell-certified experts after phone-based troubleshooting.

To get support on a hardware-based issue, please contact ScienceLogic support. A ScienceLogic engineer will coordinate the effort with Dell. We will need a resource within your organization to participate in some limited phone-based troubleshooting to identify the root cause of the issue. If Dell cannot resolve the issue over the phone, a service call will be placed to dispatch the appropriate part(s) that will be sent directly to you via local courier and a service technician, if necessary. During this period, a ScienceLogic engineer will assist the end-user to minimize downtime from a software perspective if possible.

If the issue requires a system rebuild, a ScienceLogic engineer will provide the necessary steps and assist in returning the system to its previous working state. In the event of data loss, your latest EM7 backup will be required for recovery.

RESOLVING ISSUES

ScienceLogic Support will work with you to develop an action plan and allocate the appropriate resources to effectively and efficiently handle the issue. This plan will be recorded in the ticket and may include tasks for both you and ScienceLogic. Before leaving the call, make sure you know who owns the next action and that you have identified steps to complete the action. Most issues are successfully resolved at this level.

ScienceLogic Support will document each step in the ticket to ensure a clear history of the issue and what actions have been taken to address it. This documented history assists in evaluating the resources required to resolve this problem. You will be notified via email when the ticket has been updated by the Support team. Please check any updated tickets and take that opportunity to communicate any additional changes or comments by modifying the ticket.

If you do not have ready access to the ScienceLogic ticketing system, ask your ScienceLogic Support member to send you a copy of the ticket via email as it is updated.

ESCALATING ISSUES TO SUPPORT MANAGEMENT

If you need to escalate a ticket or request expedited service, you must communicate this with your support engineer. We recommend that you also talk/email your Account Manager or request to speak with a Support Manager to communicate the urgency of the ticket. ScienceLogic Support team will engage all necessary resources to expedite the resolution on this ticket and/or come up with a workaround to help you in a timely manner.



SERVICE LEVEL GUIDELINES

Access the ScienceLogic Customer Portal at <https://portal.sciencelogic.com>. This portal uses the ticketing features included in EM7 to provide both customers and ScienceLogic support staff a shared centralized system for creating, viewing and responding to trouble tickets and support requests. So that we may provide you the highest levels of support, please include as much information as possible when opening a ticket. Details to include:

- URL of the page where you have a question or on which you are seeing the issue
- Detailed description of what was entered or the actions taken to produce the issue
- Severity level (assigned by you) according to the definitions provided below
- The version of EM7 you are using
- Preferred Method of Contact

Your organizational SLAs might be different from the general SLAs mentioned here. Please refer to your Support Contract for further information.

Severity Level	Definition	Initial Response Within	Update Ticket Frequency	Resolution Time / Downgrade
Notice	Comment or general request	1 Business Day	Quarterly	N/A
Minor	Minor issue causing minimal user impact	1 Business Day	Weekly	90 Days
Major	Major issue causing significant impact to multiple users	4 Hours	1 Business Day	14 Days
Critical	Critical issue causing total system outage or unusable application	1 Hour	Every 3 Hours	24 Hours

As issue resolution begins, the Support team may modify the severity level for your tickets to reflect the current status of the EM7 system and to adhere to our standard operating procedures.