

# rThreat

Service Level Objectives



**rTHREAT**

rTHREAT INC.

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## Contenido

<b>Overview</b> .....	2
<b>Description</b> .....	2
<b>Service Level Objectives for Enhanced Support (Platinum, Diamond)</b> .....	2
<b>Defining Case Severity Levels</b> .....	3
<b>Case Management Portal</b> .....	3

## SLO: SERVICE LEVEL OBJETIVES

### Overview

rThreat establishes the following starting points for the initial technical response, the continuous work effort and the frequency of communication depending on the support coverage contracted as well as the severity of the problem, as indicated below.

### Description

The following service level objectives (SLOs) are intended to provide a framework for setting mutual expectations:

#### Service Level Objectives for Basic Support (Silver, Gold)

Severity	Initial Response	Work Effort	Communication Frequency
1	3 hours (9 x 5)	Continuous 9 x 5 during customer business hours until relief identified	Once per day (business day only)
2	5 hours (9 x 5)	Daily, during customer business hours only	Every 2 to 3 days (business day only)
3	8 hours (9 x 5)	Weekly, during customer business hours only	Once a week
4	12 hours (9 x 5)	Every other week during customer business hours	Once a month

#### Service Level Objectives for Enhanced Support (Platinum, Diamond)

Severity	Initial Response	Work Effort	Communication Frequency
1	1 hours (24 x 7)	Continuous 24 x 7 until relief identified	Every 2 to 4 hours, 7 days/week
2	3 hours (24 x 7)	Daily, during customer business hours	Once per day, business hours
3	6 hours (9 x 5)	Weekly, during customer business hours only	Once a week
4	8 hours (9 x 5)	Every other week, during customer business hours only	Twice a month



Standard Business Hours means from 8AM till 8PM Pacific Time Zone.  
RThreat support services are provided in English and Spanish.

To ensure that all problems are reported in a standard format, rThreat has established the following problem priority definitions. These definitions will assist rThreat in allocating the appropriate resources to resolve problems. rThreat must assign a priority to all problems submitted to rThreat by the customer.

### Defining Case Severity Levels

Case Severity	Definition	Examples
<b>Severity 4</b>	Request: Minimal system impact; includes feature requests and other non-critical questions	Requests for enhancements. Questions about Artifacts
<b>Severity 3</b>	Medium: Customer or workgroup performance of job function is largely unaffected and is not possible execute some artifacts	Production or development system has encountered a non-critical problem or defect. Questions on product use. Questions about artifacts use.
<b>Severity 2</b>	High: Customer or workgroup able to perform job function, but performance of job function degraded or severely limited	Production system functionality impaired. Production system non-critical performance degradation. Non-production data corruption (data loss, data unavailable). Non-production system is inoperative.
<b>Severity 1</b>	Severe problem preventing customer or workgroup from performing critical business functions	Production system down. Production system crash or hang. Production data corruption (data loss, data unavailable). Production system significant performance degradation.

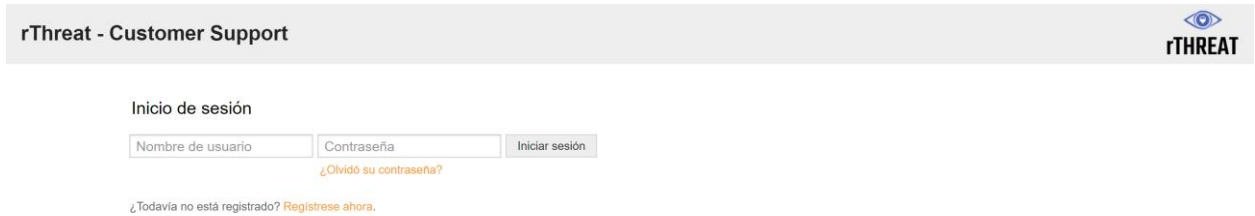
### Case Management Portal

The easiest method to submit an rThreat Inquiry/Case is to create a case online using the Case Management portal on the rThreat Portal:

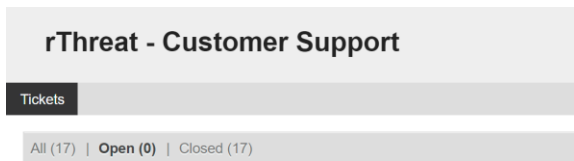
Go to [rthreat.net](http://rthreat.net) and click and support:



And enter credentials:



After that you will see the next screen:



Go to preferences and please select the preferences as you wish:



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**rThreat - Customer Support**

Tickets Preferences Logout Hola ejemplo esto es un ejemplo

#### Change password

Set a new password by filling in your current password and a new one.

Current password

New password

Verify password

#### Interface language

Select the main interface language.

Language

#### Time Zone

Select your personal time zone. All times will be displayed relative to this time zone.

Time Zone

#### Ticket overview

Select after which period ticket overviews should refresh automatically.

Refresh interval

#### Number of displayed tickets

Select how many tickets should be shown in overviews by default.

Tickets per page

In order to create a new ticket, please click on tickets and New Ticket:

**rThreat - Customer Support**

Tickets

New Ticket

My Tickets 0 | Closed (17)

Company Tickets

Search

And you will see the next screen:



Tickets

All fields marked with an asterisk (\*) are mandatory.

\* To:

\* Subject:

\* Text:

Product Development

Roadmap and New Features

Sales Team

Size    Source

Attachments:

Priority:

Submit

Please complete the form providing as much detail as possible and attach any supporting files or screenshots.

After that you click on submit and the ticket will be open.