



Support Levels

Level 1

- Support requested via phone and/or e-mail
- Scheduled and provided remotely via VPN and/or remote access such as Quick Assist, TeamViewer, LogMeIn, etc.
- Work is typically scheduled same day or next day when possible and performed between 5pm and 11pm

Level 2

- Live remote support provided via Phone/Chat/SMS and remote access tools such as VPN, SSH, LogMeIn, TeamViewer, etc.
- Work is typically scheduled same day or next day when possible and performed between 5pm and 11pm

Level 3

- On-site support between 8am and 5pm for servicing workstations, printers, wifi, etc.
- Work is typically scheduled same day and performed on-site before 5pm

Level 4

- On-site support between 5pm and 11pm for infrastructure including servers, network equipment, special instruments, industrial equipment, etc.
- Work is typically scheduled same day and performed on-site before 11pm

Level 5: Emergency

- On-site support between 11pm and 7am for mission critical systems that require immediate service and/or replacement.
- Temporary equipment can be leased and deployed if required
- Work is typically scheduled immediately and performed ASAP