

SunGuide Support Definitions and Response Times

Software Issue Severity - Definition

There are six levels of software issue severity:

- **Critical Failure** – A failure of multiple SunGuide software subsystems or a single critical SunGuide subsystem that prevents operation of the SunGuide Software. Critical SunGuide subsystems are defined as the Databus and the graphical user interface (GUI).
- **Failure** – A single SunGuide application, subsystem or driver failure that prevents operation of a part of the SunGuide Software.
- **External Failure** - SunGuide interfaces with external systems is failing.
- **Defect** – A software issue that can be compensated for through manual operation or that does not impact operation of the management centers.
- **Deployment/Configuration** – An issue related to either an installation or configuration that is prohibiting proper operation of the software.
- **Enhancement** – An improvement to the software that can be included in a future software release.

SwRI maintains 24 hour/day 7 day/week support line and an interactive Issue Tracking Tools (ITT), aka Footprints, for reporting issues.

The issue severity will be in accordance with the definitions provided above. If the Software User is not satisfied with the Vendor resolving a reported issue in a timely manner, the user may contact the Department's PM and request the Vendor treat the issue as if it were classified as a higher severity level. A separate field will be provided within the issue tracking tool (ITT) to track such requests. The Department PM will consult with the Vendor PM (or designee) and elevate the response. If a reported issue is not categorized properly, it may be re-categorized by the Department PM working with the Vendor PM to its proper level. If re-categorization results in the severity level being elevated, then the original issue will be closed, a new issue entered, and the beginning of the response time interval will be the time the issue is re-categorized.

Vendor's Initial Response Time for SunGuide Issues

Each of these issue types is assigned an expected response time. **Critical Failures, Failures and External Failures will only be reported via a phone call regardless of the time of day or day of the week.** Defects and Deployment/Configuration Issues will be reported either using the ITT or via a phone call. An enhancement request will only be entered using the ITT.

The time for Vendor to respond to a reported issue starts once the software issue is initially logged with Vendor's Help Desk via the support telephone line or on the web within the ITT.

Table 1 SunGuide Support Response Requirements

Category	Initial Response Time	Example of Classification	Escalation if not resolved (See Note 1)	On-Site response if approved by Department's PM
Critical Failure	1 hour; only by phone.	- Two subsystems are not communicating: e.g. DMS and MAS lock up - Failure of Operator Graphical User Interface to start	Within 2 hours	Yes - Travel initiated within 4 hours of approval
Failure	1 hour; only by phone.	- A subsystem or driver is failing - Configuration file error that causes a subsystem to not operate	Within 8 hours	Yes – 1 business day from approval
External Failure	1 hour; only by phone.	- FL-ATIS not receiving data - ELM not receiving data	Within 12 hours of contacting external system POC	Yes – 1 business day from approval
Defect	1 business day	Software does not operate as specified in a requirement	Within 1 business day	No
Deployment / Configuration Issue	1 business day	- cannot talk to a device - Software does not install - New server hardware or software is deployed and SunGuide does not operate	Within 1 business day	Yes – 1 business days from approval
Enhancement	3 business days	Functionality desired or a new protocol for a device is needed	2 business weeks	No

Notes:

- Resolution for the purposes of escalation is defined as follows:
 - Critical Failure: SunGuide is operational, and the cause of the critical failure has been identified.
 - Failure: Affected subsystem or driver is operational, and the cause of the failure has been identified.
 - External Failure: External system point of contact (POC) has acknowledged receipt of the issue.
 - Defect: Vendor's staff member has reviewed the ITT issue, assigned it to a staff member and initiated communication with the user reporting the problem.
 - Deployment / Configuration Issue: Vendor staff member has reviewed the ITT issue, assigned it to a staff member and initiated communication with the user reporting the problem.
 - Enhancement: Vendor staff member has reviewed the ITT issue, assigned it to a staff member, communicated with the user, and made a recommendation to the Department whether to implement or not.
- A business day is defined as 6:00 AM EST and ends at 7:00 PM EST. Monday through Friday excluding State of Florida holidays.
- All issues reported Critical Failure, Failure or External Failure not previously discussed in a support meeting shall be discussed. Any requests from the Department to change categorization or response time frames of a Critical Failure, Failure or External Failure issue shall be discussed at this point or in a subsequent email within 10 business days.
- Initial response is defined as the Vendor returning the phone call to the provided number or responding to the email address entered in the ITT.
- When a call for a Critical Failure or Failure is initially returned by the Vendor, the caller will be asked to name which SunGuide subsystems will not operate; this may be determined via either the

Executive Handler or Cluster Administrator. This information will be documented in the ITT issue and shall be used to accurately classify the issue being reported.

6. The Vendor shall be responsible for maintaining performance measures and liquidated damages for the following SunGuide deployments:

- Districts 1, 2, 3, 4, 5, 6 and 7;
- TERL;
- Florida's Turnpike Enterprise (FTE);
- Miami-Dade Expressway Authority (MDX);
- I-595 Public Private Partnership Control Center;
- Lee County; and,
- City of Tallahassee,

or as agreed to by the Department PM and the Vendor PM.

Initial response is defined as the maximum amount of time that can elapse after an issue has been reported and the Vendor acknowledges the issue.

Escalation response is the maximum amount of time that can elapse after an issue has been acknowledged, but no resolution has been identified before escalating the issue.

On-Site Response is the maximum amount of time that can elapse before travel is initiated, once the travel has been approved by the Department's PM, after it has been determined that Vendor staff are required on site to address the issue.

Vendor Response via Support Line

Issues reported to the telephone line will be entered as new issues into the ITT by the Vendor staff so that the issue and its resolution can be tracked.