CPiO Support Services

Glossary of Terms

Data Corruption

Data corruption refers to errors in system data that happens during writing, reading, storage or processing which results in unintended changes to the original data.

Developer Support

CPiO offers support on the following where there is a valid Support and Maintenance Agreement covering such development:

- VB Scripting
- SQL Scripting
- Triggers
- Stored procedures
- FCE's
- Third party development

In the event, of no such Support and Maintenance Agreement a customer may elect to purchase support on time and materials basis against a Support Plus contract.

Minor Change Request

Where a customer requests us to undertake a change to the software or a process associated with the use of the software, CPiO initiates a Change Request. This is often requested during the project phase of an implementation or during an upgrade. However, the Support Team, will sometimes be asked to support a customer in making minor changes to the application. For those customer's with a valid Support Plus contract, this will be booked in and the time called off.

Where there is a permanent change required that may have an effect on the process or performance of your software, the Support Team will ask the designated Super User to complete a Minor Change Request form that details the change you require. We will always explain the impact of such a change and our advice will be documented on the form. You will be asked to sign this form giving authorisation for us to make the change on your behalf. This provides a valuable audit trail for your solution and can prevent users from making irreversible changes without authorisation.

Routine Maintenance

Routine maintenance is defined as best practice housekeeping required at regular intervals to ensure optimum performance of your software applications. CPiO has pre-prepared best practice guides that users can follow. Where a ticket is logged that has been diagnosed as being caused by poor maintenance, CPiO will provide you with remedial advice.

Server Audit

A server audit is conducted by accessing your server details remotely. CPiO will inform you of any such access before it is done. The information from the server audit is securely kept for 12 months from the audit providing valuable information to our Support Team in the diagnosis of issues.

Standard User

A Standard User is a named individual who has the right to log support tickets pertaining to his or her own job role. Authorisation is required from a Super User in order to make any changes to screens, processes or deletion of data.

Super User

A Super User holds full administrative access rights over the solution, has the authority to make decisions regarding the application(s) and determines access permissions on behalf of your organisation.

Support Plus

Providing we have the skill sets and the availability of resource, we can offer application support not covered under your Support and Maintenance Agreement. This time can be called off on a time and materials basis, covering:

- Fixing of corrupt files
- Installations and minor upgrade support
- Backup and restore functions
- Configuration or set up
- Platform or brand conversions
- Database administration/tuning/housekeeping
- Developer support
- Minor impact change requests
- VB Macros
- SQL stored procedures, scripting, reporting or triggers
- Technical Support – please see MSP

Technical Managed Service Provision (MSP)

CPiO's Technical Managed Service is a subscription based service offering **proactive,** remote support of end user devices and/or desktop environments, laptops, desktops and servers covering:

- Desktop or laptop
- Windows updates
- Security updates
- Email and browser security
- Anti-virus protection
- 2 factor authentication
- Network connectivity monitoring

CPiO also offers application support on a call off basis via Support Plus.

Technical T & M

Some CPiO customers currently access technical assistance via Technical Time and Materials (T & M). Technical T & M is now covered under the Support Plus solution.

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