Copley Support Guide for Analytics

The Copley Consulting Group is an Elite Partner of Qlik, global leader in Business Intelligence and Analytics.

As defined in this relationship, Copley provides first-line support for all Customers of the Qlik solutions acquired from, or in conjunction with The Copley Consulting Group. Qlik provides second-line support in those instances Copley and the Customer are unable to resolve a logged incident. For all incidents logged, The Copley Consulting Group serves as the liaison between the Customer and Qlik to expedite resolution. Access to this support apparatus is provided on an annual basis as an element of a maintenance and support contract renewed each year based upon the terms and conditions detailed in the agreement.

Support Objective

The primary objective of The Copley Consulting Group is to provide a timely and accurate resolution of all incidents logged by a Customer. Copley strives to provide a support structure that facilitates an easy approach to logging incidents with the intended goal of effective communication of the incident being encountered by the Customer and a timely response.

Target Resolution Time

Target Response Time

Incident Management
- Update of the incident
- Request for information
- Prioritization of incident
- Detailed documentation throughout lifecycle of incident

Incident Entry	Qualifying	Research	Resolution
• Via Copley Webpage Link • Via phone	• Validate Issue • Collect necessary data • Search knowledge base • Reproduction	• in-depth troubleshooting • Issue reproduction • Root cause analysis • Debugging	• Issue fix if applicable • Recommendations • Workarounds

Copley Support Model

Copley's support model includes four main areas:
- Incident entry
- Qualifying
- Research
- Resolution

INCIDENT ENTRY: A Copley Customer may initiate an Incident via The Copley Consulting Group's Qlik Support web page, located at https://copleycg.com/qlik-services/support/ and referencing the support link, or by calling Copley's toll free support number at 855.884.5305. When a new Incident is created via the web page link, it is automatically routed to a Support analyst, or to the appropriate queue to be picked up by the next available Support analyst. If a call is placed to the Copley Support Center, depending upon the volume of customer care activity levels you may be requested to leave a voice message requesting the details of the current incident including requisite contact information for follow-up. Once contact is made, a Customer Care Team member will ask for specific information about the incident, including a short description of the issue. The incident will then be routed to the appropriate Support analyst or appropriate Incident queue to be addressed by the next available Support analyst.

QUALIFYING: Once an incident has been received, the Support analyst may contact the Customer for additional information. Clarification of the incident may be necessary before in-depth analysis can be performed and before the Support analyst can begin to resolve the incident. Qualification steps may include, without limitation, searching the Product Knowledge Base, reproducing the reported issue, and/or collecting additional information to validate the issue.

RESEARCH: Using the results from the qualifying step, the Support analyst will perform further research and testing to help resolve the incident. This may include, without limitation, debugging, root cause analysis, reproduction of the issue, and in-depth troubleshooting. If the Software does not work in accordance with the then-current documentation, Support will work with Qlik and proactively notify the Customer of any updates to the incident.

RESOLUTION: Copley will propose a solution that we believe resolves the issue. It will be the responsibility of both Copley and the Customer to close the incident, which can be done at any time. Most Incidents are resolved by the Support analyst working with the customer and are closed upon mutual agreement of resolution. Incidents that involve Software not working in accordance with the then-current documentation will be scheduled and addressed, with the higher severity level issues being given priority. The open Incident will be periodically updated with the new information. Notwithstanding anything to the contrary set forth above, not all resolutions require an actual fix and may be resolved with a workaround or other recommendations.

RESOLUTION PROCESS: Incident resolution is often an investigative process that is iterative, with many variables, and at times requires collaboration and troubleshooting by various teams within Copley and a Licensee to bring the Incident to resolution. The nature of this process makes providing target resolution times difficult. Copley works to allow a customer to continue to do business while Copley investigates the cause of an issue and provides regular updates to the Customer as Copley progresses through the troubleshooting process.

Accessing Copley Support

You may contact the Copley Support Center by submitting an incident via the web at https://copleycg.com/qlik-services/support/,or by placing a call during Copley's scheduled business hours. For a complete listing of the Copley Support Center phone numbers, please access the Copley corporate website at www.copley.com.

Incident Management

REPORTING INCIDENTS: A Customer should document and report all incidents to Copley in order to help Qlik Support diagnose the issue. In order for Qlik to effectively address an incident, a Customer should have the below information readily available when logging an incident. Doing so can help Copley provide a timelier response in a more effective manner.

- The Customer is responsible for notifying Copley if data to be accessed is compliance sensitive (e.g., subject to ITAR, HIPPA, etc.)

- The Customer's Copley Customer number and contact details (name, email address, and contact number)

- An accurate prioritization of incident based on defined severity levels

- Details of the incident (e.g., error messages and how to reproduce the error)

  – If the Customer is logging via Qlik Support Center, screenshots and output examples should be included

- Description of the issue's frequency and predictability (e.g., intermittently, each time function is used, etc.)

- Description of the business impact (e.g., Does impact all users? Does it occur on all devices?)

SEVERITY LEVELS: Incidents affecting a Customer's Licensed Software (Software may be referred to below as "Application") are classified according to the following severity level descriptions, each incident must have a severity level assigned to it, and the appropriate severity level must be provided as part of the information related to such incident. The Customer and Copley Support will use reasonable business judgment to mutually identify the severity level of the Support incident according to the following severity level descriptions:

Severity Level	Description	Definition
1	Production Outage Critical Application Application Halted	Infrastructure (Outage) • Production systems unavailable for all users • A complete loss of service in production system or service is so severely impacted that you cannot reasonably continue operations Application • A defined critical business process failure
2	Major Impact	Infrastructure • Non-production system is unavailable to all users • Production system is unavailable for many users (e.g., department-wide)
3	High Impact	• Non-production system is unavailable to some users • Production system is unavailable for some users • Major business process is impaired, causing disruption to daily functions
4	Standard	Questions regarding functionality of the software, a non-critical issue, or issues where an acceptable workaround exists.
5	Minor Issue or Suggestion for Enhancement	A minor issue or General Inquiry, or a suggestion is made for enhancing the software by adding new features or improving existing features

ESCALATION MANAGEMENT: Escalation beyond standard procedures is reserved for issues that merit a higher degree of attention, and such escalation is not intended for issues that are well-suited to Copley standard operating procedures. If a Customer believes that an issue needs a higher level of attention, the Customer should contact the regional Copley Support Center and request that a Copley Support manager become involved. If merited, the Customer Care Team will escalate the issue and notify the appropriate Support manager. The Support manager will act promptly to assess the situation, and if appropriate, contact the Customer to discuss the resolution plan, identify required resources, and implement the resolution plan.

Copley Support Responsibilities

GENERAL: Copley Support is available for all Qlik supported software and for certain specified Third-Party Products. Providing Support for Third-Party Products may require Copley and/or the Customer to interface with other software suppliers (where applicable) to help resolve Support incidents. Customers may only access and enjoy the benefits of Support for licensed software for which they have purchased Support or Subscription Services, as applicable, for the covered Support Period.

For all Qlik Support plans/programs, Copley's primary responsibilities are:

- Providing guidance and offering tips and techniques regarding supported Qlik software

- Troubleshooting issues with Qlik supported software when a Customer experiences unexpected results

- Reproducing discrepancies and assisting in providing alternative methods to help maintain stability until the discrepancy is corrected

- When available, providing software updates, enhancements, and modifications that may include fixes for incidents and minor and major releases

COPLEY SUPPORT COVERAGE LIMITS: Copley will respond to all Support incidents; however, Copley, in its sole discretion, will only spend up to fifteen (15) minutes on any incident that is outside the scope of Copley Support. Without limitation, this applies to the following areas:

- **Implementation setup**—Any implementation issue, such as business flow processes, configurations, or for on premises deployments; or the installation of Third-Party components, such as databases and operating system (OS), benchmarking, training of users, etc.

- **Application optimization**—Assistance in analyzing, testing, or improving the performance of the Qlik Component Systems for on-premises deployments

- **Hardware/operating system**—Any incident regarding assistance with the hardware configuration, operating system tuning, or database administration tasks for on premises deployments

- **Modified objects (customizations/custom code)**—Copley provides Support for Copley's standard code set; this does not include analyzing the code of software customizations; customization support services are generally available through our Copley Services organization

- **Data correction**—Incidents related to data corrections or corruptions that are not caused by the malfunction of the unmodified standard software

- **Test or development server**—Troubleshooting issues regarding software functionality when conducting a test on a test server or development server

- **Training**—Training and education are provided through Copley's Services organization; if you are unsure whether the issue is a Support incident or whether it requires consulting or training services, please follow the incident submission process within Copley Support; a Support analyst will work with you to determine the appropriate course of action.

In order to help serve all of our customers efficiently, Copley Support will refer Customers to Copley Services to assist with these types of issues. In the event the Customer wishes to engage Copley Services, Copley Support will arrange a handover to the Copley Services organization to help transition the applicable findings.

Qlik Analytics Support