SenSights.AI

Support Document

Sensight User

Version: 1.0
Prepared By:

SenSights.AI

DOCUMENT OVERVIEW

Document History

#	Drafted By	Revised By	Drafted / Revised Date	Artifact Version	Description
1	Shiraz Ansari			Ver.1.0	Operations Document

Approval

The signatures below indicate acceptance of this document from LocateMotion stakeholders.

#	Name	Role	Approval
1	Nauman Jaffar	CEO	
2	Mubashir Khan	CTO	
3			
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Distribution List

The list below indicates all the stakeholders of this document that are part of the distribution list.

#	Name	Designation	Company
1	Shiraz Ansari	Director	LocateMotion
2	Chi Khahn	L1 Support Team	LocateMotion
3	Osama Ansari	L1 Support Team	LocateMotion
4	Nauman Jaffar	CEO & Founder	LocateMotion

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1. INTRODUCTION

1.1 Purpose

The purpose of this document is to define a process for ensuring the availability of Virtual Care solution on SenSights Platform

1.2 Scope

On a very high level the support ecosystem for virtual care solution at SenSights comprises of the following:

1. People – Stakeholders
2. Tools – Software and non-software
3. Processed

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2. PEOPLE – STAKEHOLDERS

2.1. Roles

The people/stake holders who are expected to act to ensure smooth operations.

Organization	Role	Activities / Description
LocateMotion	L1 Support Team	• Report abnormalities to Project Management teams • Resolve issues of low-level complexity and report to PM & Client • Escalate issues of mid to high-level complexity to L2/L3 teams • Use & maintain all tools to ensure smooth operations • Coordinate trouble shooting with Sensight user designated team • Extract data and compile into weekly report for project management • Attend to client queries / complaints and fault notifications • Coordinate and deploy software updates
LocateMotion	L2/L3 Support Team	• Attend to escalations from L1 team • Ensure and continuously improve backend services • Resolve issues of mid to high-level complexity • Coordinate with 3rd Party vendors if required to solve issues • Use & maintain all tools to ensure smooth operations
LocateMotion	Project Management Team	• Coordinate with the PM team of client • Hold a weekly Scrum call with the client to ensure smooth operations • Produce a weekly report with key information: # Falls, Elapsed Time etc. • Manage escalations
LocateMotion	Commercial Management	• Hold bi-monthly Steerco meetings to govern the project • Manage escalations and mediate conflicts

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3. Contact Details

3.1. JIRA

JIRA Service Desk and JIRA Software Management is used at LocateMotion to manage tickets. In order to create tickets automatically, following three communication channels have been made available:

Communication	Channels
Email	• support@locatemotion.com
Voice	• 1-(800) 880-7360
Chat	• In App Chat function in Sensights App on IPADs

4. Support Process

4.1. Virtual Care Solution

This activity should take 3 working days + 2 weeks learning mode for better calibration:

Organization	Role	Activities / Description
Sensights User	IT Helpdesk	• Helpdesk receives issues from Sensights user • One business day in advance raises a ticket by sending email to support@locatemotion.com with the issue description • Informs facilities management at Sensights user to ensure availability of support team.
LocateMotion	L1 Support Team	• Responds to request within 24 hours of receiving the message • Sends backend Issue request to L2/L3 team via JIRA assignment • Informs project management of new request.
LocateMotion	L2/L3 Support Team	• Acknowledges request in JIRA and starts preparing all backend work. L2 Support Team /semi tech / 12 hours L3 Support Team / Full tech / 12 hours
LocateMotion	L1 Support Team	• Acknowledges receipt of issue completion • Updates Site data sheet Site Data Details • Tests data • Informs Sensights Team of readiness • Resume normal operations

4.2 Software updates

Every time a new App update is released, LocateMotion team will share the update summary with Sensight User via email. Sensight User can then schedule an app update at their convenience. If, however, the app update fails, then Sensight user can raise a ticket by sending an email to support@locatemotion.com. Support shall be provided within 24 hours.