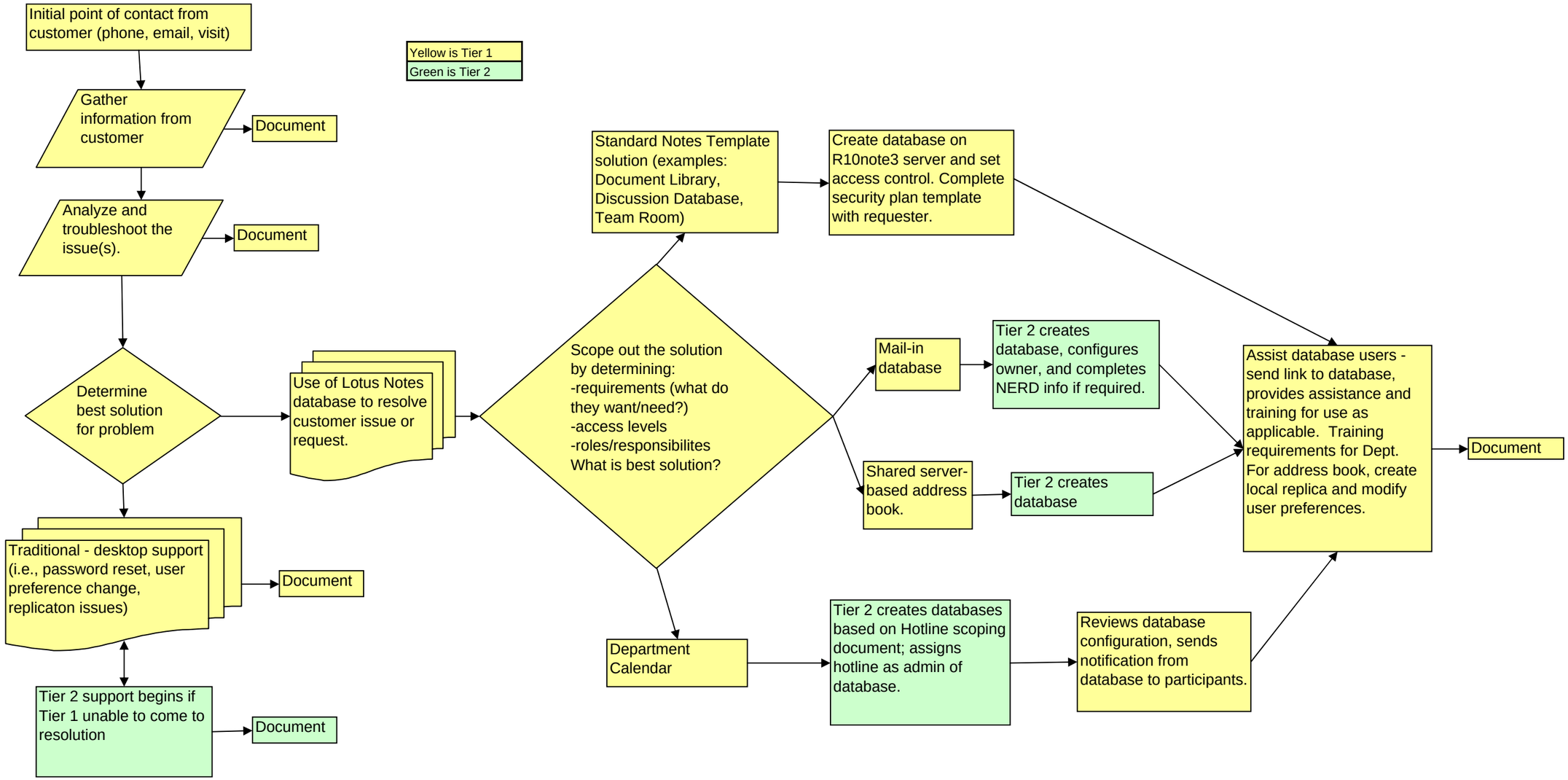
Initial point of contact from customer (phone, email, visit)
Yellow is Tier 1
Green is Tier 2
Gather information from customer
Document
Analyze and troubleshoot the issue(s).
Document
Determine best solution for problem
Use of Lotus Notes database to resolve customer issue or request.
Traditional - desktop support (i.e., password reset, user preference change, replicaton issues)
Document
Tier 2 support begins if Tier 1 unable to come to resolution
Document
Standard Notes Template solution (examples: Document Library, Discussion Database, Team Room)
Create database on R10note3 server and set access control. Complete security plan template with requester.
Scope out the solution by determining:
-requirements (what do they want/need?)
-access levels
-roles/responsibilites
What is best solution?
Mail-in database
Tier 2 creates database, configures owner, and completes NERD info if required.
Shared server-based address book.
Tier 2 creates database
Department Calendar
Tier 2 creates databases based on Hotline scoping document; assigns hotline as admin of database.
Reviews database configuration, sends notification from database to participants.
Assist database users - send link to database, provides assistance and training for use as applicable. Training requirements for Dept. For address book, create local replica and modify user preferences.
Document