

ACORA MANAGED SERVICE DESCRIPTIONS



MYACORA PORTAL		
CONTRACTED SERVICE HOURS		
STANDARD HOURS	OUT OF HOURS	ALL HOURS
Working Day - 07:00 to 19:00 GMT/BST	Working Day - 19:00 to 07:00 GMT/BST	24 hours x7 days per week x 365 days per year
SERVICE PURPOSE		
To provide the Customer with an agreed level of access to Acora’s ITSM System in order to interact directly with Acora on certain aspects of the Service Desk based Services		
SERVICE SPECIFICS		
Contracted Service Hours	Hours during which Acora will action Incidents	
Supported Environment	Specific IT Services/Supported Assets subject to Incident Management	
User Access	Number and type of Users granted access to the MyAcora Portal	
Level of Access	Nature of MyAcora Portal information and access given to the Customer	
MyAcora Portal Branding	Whether and to what extent MyAcora Portal will carry Customer specific branding	
SERVICE DESCRIPTION		
<u>MyAcora Portal Access</u>		
<ul style="list-style-type: none"> ◆ The MyAcora Portal provides an agreed number and type of Customer Users with secure domain access to specific data held on Acora’s ITSM System in relation to the Customer, to enable the Customer to log Cases and communicate with Acora in relation to the progress of those Cases. ◆ The level of MyAcora Portal access will be dependent upon the type of User agreed with Acora, which will either be Standard User or Manager User and the features available to each User type will be selected from those set out below. ◆ Access to and use of the MyAcora Portal is subject to the terms of use of the Acora ITSM System and any breach of those terms may result in the removal of the MyAcora Portal Service and termination of the Agreement under which the Services are provided. 		
<u>Customer Branding</u>		
<ul style="list-style-type: none"> ◆ Where agreed to form part of the MyAcora Portal Service, the Customer will be able to define whether the relevant MyAcora Portal self-service screens display an Acora logo or a Customer tailored logo. ◆ In addition, a fully Customer themed MyAcora Portal using Customer branding can be provided where agreed and Acora will apply it to the self-service access screens and email notifications, including corporate logos, stylesheets, corporate colours and fonts. 		
<u>Standard User Access</u>		
<ul style="list-style-type: none"> ◆ Self-Service Access: Standard Users will have secure web based access to log, update and monitor their own Incidents and Service Requests and will be able to search and view Acora’s library of knowledge articles which may be both general and Customer specific. Knowledge base articles relate to known errors, workarounds or work instructions in relation to technology supported by Acora and which may form part of the Supported Environment. ◆ Export lists to excel, csv, pdf: Standard Users will be able to define their own filter and export list data to excel or csv format for any records to which they have view only access. ◆ Pre-defined forms for Standard Requests: Standard Users will be able to submit Standard Requests that are included within the relevant Services and will be presented with a selection of associated questions for each Service Request in line with the pre-determined requirements for the Standard Request. 		
<u>Manager User Access</u>		
<ul style="list-style-type: none"> ◆ General Access: Manager Users will have secure web based access to all the features of Standard Users plus access to the MyAcora Portal via a specific console that will provide the additional features set out below. 		

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- ▶ **Monitor and update Cases:** Manager Users will be able to monitor and update all Incidents and Service Requests that are open across all of their Users. Updating via the MyAcora Portal is the ability to comment and add the relevant Manager User(s) to a watch list that provides for listed Manager Users to receive update notifications about the relevant Case.
- ▶ **Add Customer specific articles to knowledge base:** Manager Users will be able to draft and submit knowledge base articles to Acora for review and, where agreed with Acora, these will be published and accessible to Standard Users.
- ▶ **Standard Reports:** Manager Users will have access to a number of standard reports of the Customer related data held on the MyAcora Portal. These reports will be relevant to the Services that the Customer receives.
- ▶ **Access to Additional reporting tools:** Where included within the agreed MyAcora Portal Service, additional reporting tools that have the capability to deliver more interactive, report components such as pie, line and bar charts as well as lists and other more advanced charting options will be available. These can include custom filters applied, can be summarised using standard reporting aggregations and can be saved. These reports can be configured by the Customer themselves or by Acora as an additional charged Professional Service.
- ▶ **Submit, review and approve RFCs:** Where Change Management is provided as a Service, Manager Users can be provided with access to submit, read, comment and approve or reject RFCs within the main MyAcora Portal console.

MYACORA PORTAL REPORTS

There are no regularly produced reports by Acora but, depending on the level of agreed MyAcora Portal access, the Customer will be able to generate its own reports relating to the portfolio of Cases.