



ICT CARE
USER GUIDE
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Opening a Support Case with ICT Care

You can open a Support Case with ICT CARE via email via our webpage or by telephone.

- Email: support@ictnetworks.com.au
- Visit <http://ictnetworks.com.au/cust-portal-landing-page/> and select Request Support
- Telephone: 1300 ICT NET (428 638)

Self-Help Online Tools/Resources

For quick and easy problem resolution, ICT Networks has designed a state-of-the-art online self-service portal called the Customer Service Centre that provides you with the following features:

Access to our Vendor Partner's¹

- Knowledge Bases. Search thousands of articles including configuration assistance, known issues, interoperability and compatibility information.
- Forums: Join a community of network professionals and discuss issues, ideas, and tips.
- Software Updates
- Reference Architectures

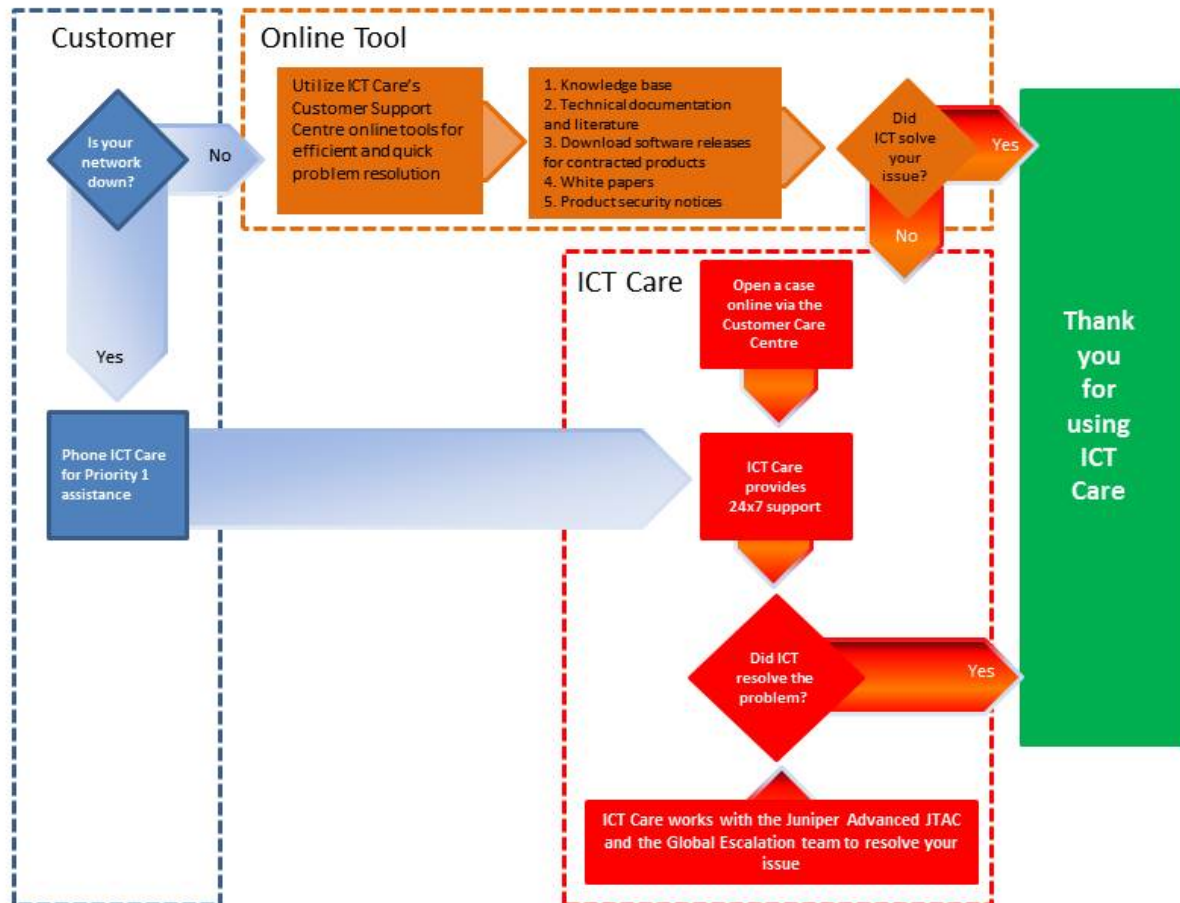
Sign in to Access

- Complete online ICT Care Case (support request) management and ICT Care Case history.
- Service entitlement by product serial number including contract renewal dates etc.
- Asset management module, including all ICT purchased equipment, software, licenses etc., their purchase date, installed location and service history.

¹ Please Note: Services vary by Vendor. You may require a vendor provided user name and password to access some services. Please contact ICT Networks if a vendor user name is required.

The Customer Service Centre can be found at www.ictnetworks.com.au by selecting the Customer Service Centre.

Graphic: ICT Care Support Flow



ICT Care Customer Service Team

The ICT Care Customer Service Team consists of a number of groups within ICT Networks and our vendor partners, all working together to quickly answer questions and resolve network issues. In addition to the ICT Care team, there are four other primary support groups that make up the Customer Service Team, Vendor Advanced TAC's, Customer Care and Logistics.

Vendor Advanced TAC's

Vendor Advanced TAC provide level 3 hardware and software support as well as assisting ICT Care quickly and effectively address Priority 1 Support Cases. ICT Care works closely with our Vendor partners Advanced TAC teams around the globe, especially in identifying product defects such as software bugs.

Customer Care

ICT Networks Customer Care is available on a business hours basis to anyone who requires non-technical assistance for the following types of issues:

- Entitlement of technical support
- Customer Service Centre account registration
- Product registration
- Activation of support e-certificates
- Downloading software within the Customer Support Centre
- License key management (VSYS, SSL, content security, etc.)
- Warranty and contract questions and issues
- Transfer of product ownership
- Resolving incorrect shipment issues
- Export compliance
- RMA status enquiries
- Time and material support sales
- Self-service enablement
- Hardware, Maintenance and Support or Service quotations.

Logistics

If ICT Care determines that your product is defective, a Return Material Authorisation (RMA) is issued. The RMA is dispatched to an ICT Customer Care representative. You will receive instructions and status on your RMA via email from ICT Care.

Reporting and Resolving Problems with

ICT CARE

Technical Support Entitlements

Any customer who has an ICT Care Technical Services contract or has purchased a product that is covered under a product warranty from an ICT Networks vendor is entitled to utilise ICT Care. To verify support entitlements for your product(s), please visit www.ictnetworks.com.au and select the Customer Service Centre, select 'Login' and enter you user name and password² enter the serial number of the unit in the search field and press 'Enter'. If your product is not currently covered under a support contract and you would like to learn about our services and their benefits, please contact ICT Networks during business hours on +61 2 9078 7700.

General Questions and Problems

If you have a product question or issue that you cannot resolve yourself and it is not of a time sensitive nature, please follow these guidelines to receive a quick and reliable solution. ICT Networks has designed a state-of-the-art online self-service portal called the Customer Service Centre that provides you with the following features:

- Find product documentation:
- Find solutions and answer questions using the Juniper Knowledge Base
- Download the latest versions of software and review release notes
- Join and participate in the Juniper Networks Community Forum
- Open a Support Case online.

To access the Customer Service Centre go to www.ictnetworks.com.au and select the Customer Service Centre, then select the appropriate vendor³.

² Select 'New User?' to request a user name and password or 'Forgot your password?' to reset a password.

³ Please Note: Services vary by Vendor. You may require a vendor provided user name and password to access some services.

Table 1: Priority Ranking Guidelines for Support Cases

Priority	ICT Responsibilities	Customer Responsibilities	Examples
P1: Critical	Resources dedicated 24 x 7 x 365 until resolution or workaround in place.	Designated resources that are available 24 x 7 x 365*. Ability to provide necessary diagnostic information. *If the assigned ICT Care engineer cannot reach the customer within 1 hour, the priority will be lowered.	Total loss or continuous instability of mission critical functionality. Network or system is down causing users to experience a total loss of service. Inability to use a feature or functionality that is currently relied upon for mission critical functionality.
P2: High	Resources available Monday through Friday during local business hours until resolution or workaround in place.	Resources available Monday through Friday during local business hours until resolution or workaround in place. Ability to provide necessary diagnostic information.	Issues that are impairing, but not a total loss of mission critical functionality. Intermittent issues that affect mission critical functionality. Inability to deploy a feature that is not currently relied upon for mission critical functionality. Loss of redundancy of critical hardware component.
P3: Medium	Resources available Monday through Friday during local business hours until resolution or workaround in place.		Issues in the network or on the system that are not causing impact to mission critical functionality. Non-repeated issues that have impacted mission critical functionality but have since recovered. Issues seen in a test or pre-production environment that would normally cause adverse impact to a production network. Time sensitive questions or information requests. Workaround in place for Priority 1 and Priority 2 issues.
P4: Low	Resources available Monday through Friday during local business hours until resolution or workaround in place.		Information requests. Standard questions on configuration or functionality of equipment. Non-urgent RMA requests. Cosmetic defects.

Non urgent Technical Support Cases

Support Cases can be opened on the Web using the Customer Support Centre. Visit <http://ictnetworks.com.au/cust-portal-landing-page/> and select Request Support. This option should be used for any technical inquiry or product problem, including RMAs. You must enter some information regarding your product and the problem you are reporting. After entering the requested information, enter the Captcha code) and select 'Submit' to open up a Support Case with ICT Care. The Support Case is routed directly to a technical support engineer and you will receive a confirmation email advising you your case number.

Support Case examples include:

- Defect (bug) reporting
- RMA processing
- Configuration assistance
- Standard network troubleshooting

To access the Customer Service Centre go to www.ictnetworks.com.au and select the Customer Service Centre.

Urgent Problem Reporting

The next level of problem reporting into ICT Care is priority problem reporting. Use this process if you have a network-down or network-impaired situation.

- Email: support@ictnetworks.com.au
- Visit <http://ictnetworks.com.au/cust-portal-landing-page/> and select Request Support.
- Phone: 1300 ICT NET (428 638)

Escalation of ICT Care Support Cases

If for any reason you are not satisfied with the progress of your Support Case, you can escalate the Support Case at any time.

Requesting a Support Case Escalation to the ICT Care Duty Manager.

Please call ICT Care on 1300 ICT NET (428 638) and ask to speak to an “ICT Care Duty Manager.” Please be prepared to provide the Support Case number and the reason for Support Case escalation. ICT Care Duty Managers are available 24x7 and will follow up directly with you to understand the issue and outline the next steps for resolution.

Product Defect (Bug) Reporting Process

Please check the product Release Notes for the latest information on known issues or existing bugs with our products. Any new and suspected product defects (bugs) found in the field should be reported to ICT Care using the problem reporting procedure described above. ICT Care verifies all issues before they are escalated to the vendors Advanced TAC, and all known product defects are documented.

Feature Enhancement Requests

All feature enhancement requests are directed to a vendor Systems Engineer (SE). These requests are then forwarded to the vendor Product Management team. All feature enhancement requests are managed and prioritised by the vendor. If a reported ICT Care issue results in a feature request, ICT Care notifies the appropriate account team within the vendor and will provide you updates of the request’s progress as notified.

RMA Process

For hardware troubleshooting and product replacement, an ICT Care Support Case should be opened. If a hardware failure is determined to be the cause of the problem, or if a hardware repair/replacement is required for any other reason, ICT Care will create an RMA. The RMA number is communicated to you and linked to your Support Case so that you can view the status of the RMA online via the Customer Service Centre. The RMA is dispatched to Logistics to validate entitlement and then process the RMA accordingly. Once the RMA has been confirmed, you will receive an email with details of delivery status and/or return instructions. Please see the RMA procedures section of this document for additional information.

Using ICT Care Systems

Opening a Support Case

Before opening a Support Case, you should have the following information available:

- Serial number
- Definition of the problem in detail
- Priority level and impact of the problem (see “Priority Management” section for complete priority level definitions)
- Software version
- Appropriate configuration, log and/or debug data
- Current network topology (not required but highly recommended for speeding up the troubleshooting process for P1/P2 Support Cases)
- Remote access for ICT Care engineers to log into the hardware, if required.

Tracking Support Cases or RMAs

If you have purchased an ICT Care support contract, you can track your Support Cases and RMAs via email and/or the Customer Service Centre.

If you have raised a Support Case you will be kept up to date on ALL progress, including vendor’s TAC progress (where a case has been escalated) via email. The ICT Case service desk email tracking system allows you to add other interested parties, both internal and external to your organisation. Simply copy the parties you wish to be updated on the support case in your email response to a case update. All copied parties will be copied into all further Support Case updates.

Updates are also available via the Customer Service Centre via www.ictnetworks.com.au. Select the Customer Service Centre button and sign into the Customer Service Portal using your email address and password. If you have not registered to access Customer Service Centre, select ‘New User?’ and fill in the requested information. A password will be emailed to you within 24 hours.

Within the Customer Service Portal home page, select the Support Case tab and select your required Support Case number. Note that the Customer Service Portal also includes a history of all Support cases opened with ICT Care.

Support Case Work Flow within ICT Care

Once a Support Case is opened with ICT Care, an ICT Engineer is assigned and will resolve the issue as quickly as possible. The Engineer will update you via telephone and/or email, as well as update the Support Case notes. All case note updates will be emailed to the case team in real time and are also viewable by you over the Customer Service Centre. If escalation is required, the Support Case is assigned to an appropriate subject matter expert within the vendor's Advanced TAC who works the Support Case to completion. This engineer may engage other resources within the vendor TAC and with engineering teams that have additional product and technology knowledge specific to your Support Case to help resolve the issue in a timely manner. The ICT Care Engineer remains the Support Case owner and acts as your primary interface for the duration of your Support Case.

ICT Care Engineer Responsibilities

Once you have initiated a Support Case with ICT Care, the ICT Engineer will take the following actions:

- Take ownership of the Support Case.
- Begin troubleshooting, diagnostics, and problem replication as appropriate.
- Provide you with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or updates at your request.
- Generate an RMA when the ICT engineer determines that your product is defective. In these Support Cases, RMA information such as the number and the type of replacement is provided to you and noted in the Customer Service Portal.
- Close the Support Case when you agree that the problem has been resolved.

You can monitor the Support Case progress via email or by logging into the Customer Service Portal.

Resolution Process

The assigned ICT Engineer will make use of all required resources to provide a resolution to the reported problem. Where a resolution is not readily available, the ICT Engineer will look for ways to work around or mitigate the impact of the problem until a resolution is available. To keep you informed of the progress on all open issues, the ICT Engineer will update you via email and online via the Customer Support Portal case notes.

You can log into the Customer Service Portal and obtain updated status information on your Support Case.

As part of the resolution process, the ICT Engineer may take any of the following steps:

- Review configuration/debug information to identify resolution of issue
- Replicate the scenario/issue in the ICT lab (where possible)
- Troubleshoot live on the affected equipment
- Create an RMA where the cause of a problem is related to failed hardware
- Create an Engineering Defect (problem report or bug) where the cause appears to be a product defect.

Defect Resolution Process

Any software product defects (bugs) found in the field should be reported to ICT Care using the ICT Care Technical Problem Reporting Procedures described above. Once verified to be a software defect, the ICT Engineer will open a problem report with the vendor Advanced TAC. A problem report number will be assigned and communicated back to you. The defect will be noted in your Support Case so that you can view the status of the defect online (where possible).

The ICT Engineer will continue to work with you to determine if a workaround is required until a resolution can be provided in the software.

Once the problem report is resolved, you can typically find it in the next software maintenance release. The ICT Engineer will provide details of the planned release to you. If a fix is required in a shorter time frame, the ICT Engineer can work with you and the vendor Advanced TAC to determine if an interim release can be provided.

Customer Communications Guidelines

The chart below provides ICT Care targets for providing responses and communication to customer issues. These targets are based on the priority assignment of the Support Case.

Table 2: Response and Communication Guidelines

Case Priority	Initial Response Target	Update Frequency*
P1	Within 1 hour	Updated every 4 hours
P2	Within 1 hour	Updated each business day
P3	Within 8 hours	Updated every 3 business days
P4	Within 24 hours	Updated once per week

*Or as otherwise negotiated with you. Each issue is unique and carries a different set of complexities and challenges. ICT Networks will make all reasonable efforts to provide a response within the assigned target.

Note: If you are experiencing a Priority 1 network down situation, please phone ICT Care on 1300 ICT NET.

Return Materials Authorization (RMA)

Procedures

Requesting an RMA

To request an RMA, please contact ICT Care. If no active support contract exists, you can purchase time and materials service via the Customer Support team during business hours on +61 2 9078 7700.

RMA Troubleshooting

In most Support Cases, troubleshooting of the unit is conducted before an RMA is issued to confirm that the unit is defective. The following process typically takes place:

1. Customer contacts ICT Care.
2. Problem is described to the ICT Engineer.
3. ICT Engineer opens a Support Case and conducts diagnostics.
4. If the product is determined to be defective, the ICT Engineer creates an RMA and dispatches it to the appropriate Logistics RMA queue.
5. After the RMA is dispatched to the queue, a Logistics Customer Service Representative (CSR) processes the RMA according to warranty or service contract, and updates the ICT Engineer with the RMA number. Email notification will be sent to you with a copy to the Support Case.
6. You return the faulty unit to the vendor to repair or you receive equipment with instructions on how to return the defective unit.

Handling of Returned Goods

Whenever a product is determined to be defective, an RMA number is generated. All returns must be processed using this RMA number, and addressed following RMA templates.

Important: Label the outside of the box with the RMA number to ensure proper and efficient tracking and handling.

Please note that if any equipment arrives at the vendors shipping and receiving dock with an un-numbered RMA and the equipment serial number cannot be verified against an existing RMA, the equipment will not be accepted and will be returned to sender at the sender's cost.

Returns Not Received

You have 10 business days to return the defective part under an RMA. After 10 business days, ICT Networks has the discretion to charge you at full list price for the non-return of a defective part. This notice is included in the confirmation of the RMA that is sent to you on the date of issuance. RMAs that are "not received" can occur in one of the following ways:

- The return is received after 10 business days and processed in the normal manner by the vendors RMA repair and return department.
- You decide not to return the equipment and the RMA is cancelled when you issue a purchase order for the specified equipment.
- You claim the return and submit a proof of delivery to ICT Care.

Appendix A: Vendor Product Warranties

For details on product warranties please visit the following websites.

	http://www.juniper.net/support/warranty/
	http://www.arubanetworks.com/support-services/product-warranties/
	https://f5.com/about-us/policies/warranties
	https://www.bluecoat.com/support/support-policies/warranty-info
	http://support.huawei.com/enterprise/servesolution?lang=en&idAbsPath=1385013009274&pid=1385013009274