



Isis Forensics' Child Exploitation Investigation Toolkit End User Support

'Essential' Support

- Isis Forensics' 'Essential' support provides users with a cost-effective level of email and phone support directly from Isis Forensics.
- Business hours (9am - 5pm, Monday – Friday, UK time) contact is provided via e-mail or telephone.
- Out of hours telephone support can be offered for the next working day when notice is given on the prior working day.
- When initial contact is made, a dedicated Isis Forensics technical employee will be allocated who will be responsible for handling the issue.
- For a prompt diagnosis and resolution to an issue, remote access to the host machine may be required.
- Once an issue has been diagnosed, one of the following levels of severity will be attached, each of which has a specified action and target response time:
 - *High Severity* – means that a major component or function is unavailable with no by-pass or work-around. Isis Forensics will respond and begin working on the problem within 2 hours of diagnosis of the issue and continue working on the problem until a resolution is found. The goal is to close the issue within one working day.
 - *Medium Severity* – means that a major component or function is unavailable but a temporary by-pass or work-around is available. Isis Forensics will respond and begin working on the problem within one working day of diagnosis of the problem. The goal is to resolve the issue within three working days.
 - *Low Severity* – means that a component of function is not working correctly but with minimal impact on the customer's operation. Isis Forensics will begin working on the problem within one working day of the diagnosis. The goal is to resolve the issue within five working days.
 - *Scheduled* – means that a component or function is not working correctly but with no impact on the customer's operation. Isis Forensics will respond and begin working on the problem within three working days of diagnosis and schedule for a mutually acceptable resolve date.
- Isis Forensics will continually update the progress of the resolution of the issue to the customer via email or telephone.