



# Yunex Traffic Product Support

An introduction to support and maintenance of your Yunex Traffic products.

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# Product Support Overview

## Support Tiers:

- **Tier 1:** Delivered by our Service Operations Centre (SOC), this support tier is available 24/7 to log and manage requests via phone or email.
- **Tier 2:** Handled by our second-line product support experts, this tier addresses any technical issues or challenges you may encounter.
- **Tier 3:** Managed by our Development and Infrastructure teams, this tier focuses on implementing architectural and software changes necessary for system enhancements.

## Services for Hosted systems:

- **Regular system updates** to keep systems running smoothly and efficiently.
- **Continuous system monitoring** with automatic recovery and alerts to prevent problems before they occur.
- **Solutions with no hardware maintenance**, helping to reduce overall costs.
- **Trusted infrastructure** hosted by AWS, partnered with Yunex, ensuring stability and uptime.
- **Regular security updates** to protect against new threats.
- **Automated and secure backups** with easy recovery to ensure data is safe.

## What do you get from Product Support?

- Ability to log Product support incidents 24/7 to our Tier 1 team.
- Access to log, view and update support requests into our Support management tool directly.
- Direct communications with our Tier 2 Product Experts.
- Coaching on system features and tools.

## Services for locally based supported systems:

- **Software Application Updates**
- **Remote assistance** to diagnose and resolve Yunex system issues.
- Extra charges for antivirus, patching, and backup services.
- Additional 3<sup>rd</sup> party hardware support is optional and available upon request.

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# Severity 1 Incident Definition & Information

## Definition of **Severity 1** incident:

*A critical incident with the highest level of impact, signifying a complete system outage, major data loss, critical security breach, or significant disruption to core business operations, requiring immediate action to mitigate further damage.*

## Examples of customer reportable Severity 1 incidents:

- The website URL for the Yunex system(s) is unavailable
- All users are unable to access the Yunex application(s)
- Loss of connectivity to all sites, indicating a service or network issue
- Critical sites which are pre-defined experience total failure
- Exposure of sensitive security information (e.g. passwords are compromised)
- Unforeseen external circumstances, leading to a security or potential security breach.

## Severity 1 Incident reporting criteria:

- Incidents should always be reported to the Yunex SOC by telephone
- Contact details must be supplied and confirmed
- Customer reference number supplied if appropriate
- Specific and detailed information to be supplied
- Recommendation is that a named InView user reports these incidents where possible (especially concerning security)

**Severity 1 incidents will be dealt with 24/7 for those with the appropriate contract**

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## Severity 2, 3 & 4 Incident Definition

### Definition of **Severity 2** incident:

*A major incident with a significant impact on business operations, meaning a disruption that affects a substantial portion of users or critical functions within a system, but not as severe as a "Severity 1" critical incident*

### Definition of **Severity 3** incident:

*Minor incidents that affect only a small percentage of users and have minimal business impact. These incidents can be handled during regular business hours and don't require immediate action*

### Definition of **Severity 4** incident:

*A minor incident with a low impact on business operations, typically involving non-critical feature malfunctions, administrative tasks or low-priority user issues causing minimal user disruption and requiring a less urgent response than higher severity incidents.*

**\*\* Severity 2, 3 & 4 incidents are not dealt with outside of normal operating hours \*\***

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## Support and Maintenance commitment for Products.

- Tier 1 support will be provided by the Service Operations Centre (SOC) 24/7.
- Tier 2 and 3 support functions are available Monday to Friday (excluding Bank Holidays) throughout UK office hours 08:30-17:00.
- Support incidents will be tracked and managed using the Product Support section within InView.
- Severity 1 incidents are processed on a 24/7 basis with customers with an appropriate contract.

### Severity 1 Incidents

***A high-impact incident requiring immediate action to prevent further damage.***

- All support requests received via email or phone will be logged into InView within **one hour**, and a reference number will be provided promptly.
- For incidents submitted directly through InView, an engineer will be assigned within **one hour** to ensure swift attention.
- The incident will be moved from the initial submission state and actively **investigated within three hours**, with customers notified of the progress.

### Severity 2 Incidents

***A major incident disrupting key functions or a large user group, but less severe than a critical incident.***

- All support requests received via email or phone will be logged into InView within **one day**, and a reference number will be provided promptly.
- For incidents submitted directly through InView, an engineer will be assigned within **one day** to ensure swift attention.
- The incident will be moved from the initial submission state and actively **investigated within one day**, with customers notified of the progress.

### Severity 3 & 4 Incidents

***A minor incident with minimal business impact, administrative tasks and low-priority issues***

- All support requests received via email or phone will be logged into InView within **one day**, and a reference number will be provided promptly.
- For incidents submitted directly through InView, an engineer will be assigned within **one day** to ensure swift attention.
- The incident will be moved from the initial submission state and actively **investigated within three days**, with customers notified of the progress.

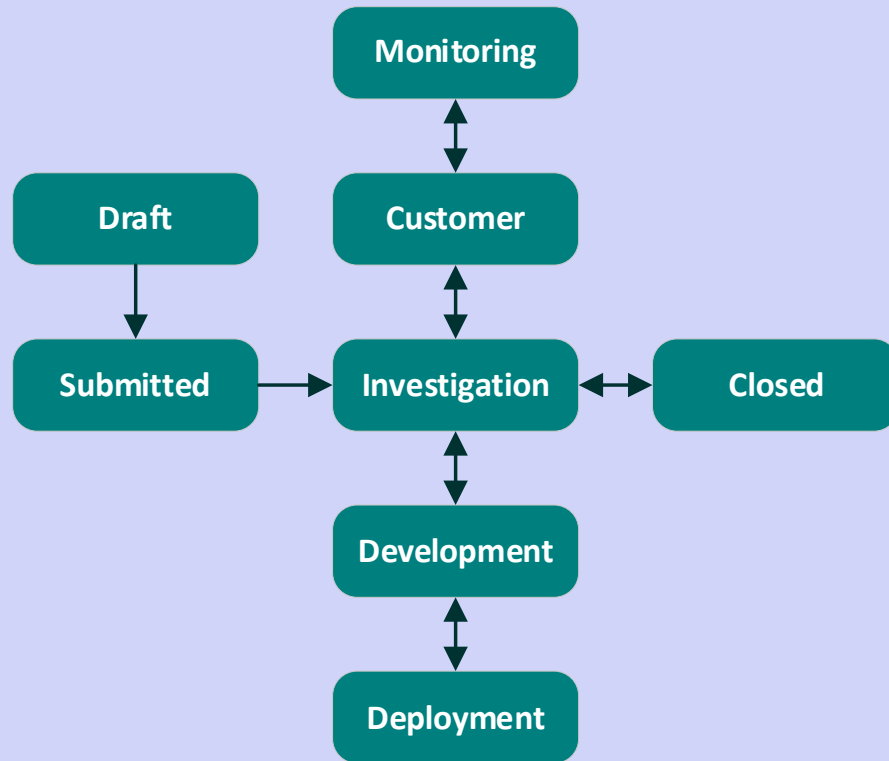
**For ALL incidents, customers will be updated on the progress regularly until the issue is resolved.**

- To log a Product Support incident via telephone, please contact the Service Operations Centre (SOC) at **+44 3301 230607**.
- Non-Severity 1 incidents can be emailed to the SOC team at **its.service.mobility@yunextraffic.com** (monitored 24/7).
- If you require access to InView to log product support incidents in the system directly, please send an email request to our SOC team at **its.service.mobility@yunextraffic.com**

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# Product Support incident lifecycle

## Incident Lifecycle



*(Investigation is used as the “hub” state. From here the incident can be moved between states (i.e. **Closed** and **Development**) but has to come via **Investigation**).*

## Incident Lifecycle States

**Draft** – The customer is preparing a product support incident before submission for action.

**Submitted** – The incident is submitted to the Yunex Support Team but is not yet being investigated.

**Investigation** – The incident is assigned to a Yunex Support engineer for investigation.

**Customer** – The incident is awaiting customer feedback or activity.

**Monitoring** – The implemented fix/workaround or ongoing issue is being monitored for recurrence/resolution.

**Development** – A software or firmware fault has been identified and passed to the appropriate Yunex Development Team. This will be assessed as part of a regular review process and the incident updated with the development priority.

**Deployment** - The fault has been fixed and is awaiting deployment.

**Closed** – The incident is considered resolved and complete.

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