

CMDP Help Center

Service Level Agreement

Last Updated: September 6, 2019

INTRODUCTION

USEPA manages and houses the USEPA CMDP Help Center, located at: <https://cmdp.zendesk.com>.

Features available from the CMDP Help Center include:

- Searchable Knowledgebase of CMDP documentation
- Copies of CMDP training materials, user, and system documentation
- News and Announcements
 - News
 - Software Updates
 - System Availability
- FAQs
 - Frequently Answered Questions
- Help ticket submission and tracking processes

Users are encouraged to review the above to find solutions to problems they are experiencing.

Users can also utilize the [ASDWA CMDP discussion forum](#) to see if other Primacy Agencies have answers to their questions.

SCOPE

This document describes expectations for EPA responses to SDWIS primacy agencies' requests to CMDP Help Center. Note that CMDP requests from labs or water system users are not within the scope of this Helpdesk service.

SERVICE SUMMARY

The following table provides a summary of CMDP user support for troubleshooting and resolving issues requested by primacy agencies:

| Service Level | Role | Responsibility | Response Time | |
|---------------|---|--|-----------------------|-------------------|
| | | | First Response Within | Resolved Within |
| Tier 1 | EPA's CMDP Team Zendesk Manager or Alternate. | Provide First response to customers. Respond to simple and non-technical questions or issues. | 1 business day | 1-2 business days |

| | | | | |
|--------|---|---|----------------|--------------------|
| | | Own & ensure a ticket resolved/closed. Escalate technical tickets to Tier 2. Track ticket resolution when the response time is due. | | |
| Tier 2 | EPA's CMDP Team Designated Technical Support. | Respond to technical questions or issues. Escalate tickets to Tier 3 as necessary. | 1 business day | 2-5 business days |
| Tier 3 | Contractor Support Team. | Address technical issues Tier 2 can't solve. | 1 business day | 7-10 business days |

Role Description

- Tier 1: EPA's CMDP Team Zendesk Manager
 - Lead: Towana Dorsey
 - The Lead performs all Zendesk Manager roles when they are on working status.
 - The Lead notifies the CMDP Team in advance when the Lead will be off working status for 1 or more days.
 - Alternate: Trang Le
 - The alternate performs all Zendesk Manager roles on behalf of the Lead when the Lead is off working status for 1 or more days.
- Tier 2: EPA's CMDP Team Designated Technical Support
 - Deric Teasley or Trang Le
 - Potentially other EPA subject matter expert (SME) support
- Tier 3: Contractor (Attain) Support Team

Note: The USEPA CMDP Help Center does not handle Shared CROMERR Services issues but may refer tickets to the SCS partner help desk as appropriate. The described response time excludes situations such as server down, user's corresponding materials (i.e., log files, etc.), and unknown circumstances (i.e., emergencies, shutdown, etc.).

SUPPORT PROCESS

This section describes the steps in the user support process.

1. The process begins when an end user encounters an issue using CMDP features. The end user may access the CMDP Help Center and research a solution by utilizing the documentation and materials found there. If the user did not find a resolution to their issue, the process proceeds to step 2. Otherwise, the process ends, as the user has found a solution to their issue.
2. The end user submits a problem ticket to the CMDP Help Center (Zendesk). The next steps in the user support process are:
 - a. The Tier 1 CMDP Team Zendesk Manager will research the user's issue (using the information available on the CMDP Help Center and other sources) and provide a resolution to the issue to the end user, closing out this process. The expected timeframe for a resolution is within 1-2 business days. If there is no resolution, ticket is escalated to Tier 2 for CMDP technical support with notification back to the requestor.
 - b. The Tier 2 CMDP Team Technical Support will investigate technical issues for resolution, potentially engaging with other EPA Subject Matter Expert (SME) support. The expected timeframe for a resolution is within 2-3 business days. If there is no resolution, ticket is escalated to Tier 3 for CMDP Contractor Support with notification back to the requestor.
Note: Only CMDP project lead or SDWIS Prime project lead may file an incident report for contractor support.
3. CMDP project lead monitors contractor incident report for resolution within 7-10 business days. Tier 3 support issues may lead to development tasks. These tasks will be managed as part of the CMDP sprint prioritization process.