# Services, training and support update

- Managed service
- Training
- Support

# Services

Tutis as a managed service

Tutis Operations offers "Tutis as a Managed Service" data input services to centralise the administration of your compliance and training.

Utilising Tutis, we ensure your training records are up to date and meet all compliance requirements.

# Services
Tutis as a managed service

- Manage the training lifecycle
- Monitor and report on trainer/assessor currency issues
- Managing the assessment development and life cycle process
- Upload and manage compliance and training related documents

- Edit and update existing compliance and training related documents
- Manage continuous improvement workflows
- Manage surveys
- Participate in internal audits
- Deliver performance monitoring, reviews and recommendations

TUTIS®
COMPLIANCE SOLUTIONS

# Services

## E-learning modules for a number of RII & BSB units

https://www.tutis.com.au/courses-for-purchase/

# Training

Tutis help boost your team's technical capabilities, allowing you to maximise the return on your software investment.

Tutis offers a range of comprehensive training courses to suit all types of users of the Tutis software –  Managers, Compliance Personnel, Training Administrators, Trainers and Assessors.

Simplifying compliance
in a complex world

# Training courses

- Getting the most out of Tutis

- Using the core functionality – aimed at Administrators

- Assessment Management – aimed at Super Users and/or Assessment Developers

- Trainer/Assessor

# Training

A variety of on-site, group, customised and online courses

https://www.tutis.com.au/tutis-training-programs/

Simplifying compliance
in a complex world

# Support

Ticket Priority in relation to SLA severity

| Ticket Priority | SLA Severity Level | Support Response Time |
|---|---|---|
| Blocker | Level 1 | 1 support hour |
| Critical | Level 2 | 2 support hours |
| Major | Level 3 | 3 support hours |
| Minor | Level 4 | 4 support hours |

# Support
## Priority/ Severity descriptions

| Priority/ Severity Level | Description |
| --- | --- |
| Blocker/ Level 1 | Anything that stops a customer using the system e.g. system hangs or crash situations, data loss or data corruption or critical functionality not available |
| Critical/ Level 2 | Important product features are unavailable with no acceptable workaround or the system may be operating but severely restricted e.g. error of failure that forces a restart or recovery |
| Major/ Level 3 | Issues with the system but customer is able to continue to operate with workaround e.g. getting an error message but the data still be saved, requests for porting units, development of templates |
| Minor/Level 4 | How To's, documentation, general questions, or enhancement requests e.g. clarification on product documentation or release notes |

# Support

## Tickets

| Date Range | No of Tickets | Escalated to Developers | | | | Dealt with by Support | |
|---|---|---|---|---|---|---|---|
| | | Blocker | Critical | Major | Minor | Tasks | Other |
| 7/7/16 to 6/1/17 | 1000 | 2 | 9 | 38 | 392 | 182 | 367 |
| 7/1/17 to 6/7/17 | 839 | 32 | 55 | 50 | 258 | 149 | 295 |
| 7/7/17 to 20/10/17 | 334 | 26 | 19 | 21 | 111 | 36 | 121 |

TUTIS
COMPLIANCE SOLUTIONS

# How you can help us make support more responsive

- Have a "How to" question?? - consult the Knowledge Base (no access to KB - contact the support team)

- Send emails to support@tutis.com.au instead of to a particular staff member

- Respond by replying to an email from support or directly in the ticket – new emails create new tickets

- It is all in the detail – the more info in your ticket the easier it is to investigate

TUTIS®
COMPLIANCE SOLUTIONS

**Our mission** is to take the complexity and risk out of compliance management.

Simplifying compliance in a complex world