

MEMEX Issue Response Matrix

Priority	Criteria Description	Target Response Time
<p>1 - Critical</p>	<p>Issues prohibiting access to the Tempus web portal (Login excepted) or complete disruption to data collection or complete loss of display of mission-based productivity. Issues that consist of complete System Failure.</p>	<p>8am - 5pm EST: Monday - Friday</p> <p>Customer will report the disruption by phone, web portal or email with a clear and accurate and detailed description of the issue. Including screen scrapes of the issue.</p> <p>MEMEX Client Services will respond for triage within 90 minutes.</p> <p>Assessment and resolution plan within 180 minutes after response.</p> <p>For estimated resolution time, see Critical Issue category at the end of table</p>
<p>2 - High</p>	<p>Issue that halts productivity where a functional workaround is not available.</p> <ul style="list-style-type: none"> -Hardware or software problems affecting a subset of users in a single location, or a subset of assets in a single location -Users cannot perform their job. -System Performance <p>Issues that consist of one or more of the following:</p> <ul style="list-style-type: none"> -Hardware Fail -Software Fail 	<p>Customer will report the disruption by phone, web portal or email a clear and accurate description of the issue. Including screen scrapes of the issue.</p> <p>Memex Client Services will respond for triage within 4 hours.</p> <p>Assessment and resolution plan within 4 hours of initial triage.</p> <p>For estimated resolution time, see High & Medium categories at end of table</p>
<p>3 - Medium</p>	<p>Incident may disrupt instruction/productivity where a function workaround is available.</p> <ul style="list-style-type: none"> -General hardware or software problems <p>Issues that consist of one or more of the following:</p> <ul style="list-style-type: none"> -Hardware Fail -Software Fail 	<p>Customer will report the disruption by phone, web portal or email with a clear and accurate description of the issue. Including screen scrapes of the issue.</p> <p>MEMEX Client Services will respond for triage within 1 working day.</p> <p>Assessment and resolution plan within 2 working days of initial Memex triage.</p> <p>For estimated resolution time, see High & Medium categories at end of table</p>
<p>4 - Low</p>	<p>Information request and general questions as to:</p> <ul style="list-style-type: none"> -Hardware -Software -Reports <p>-Training and documentation</p>	<p>Customer will report the disruption by phone, web portal or email with a clear and accurate description of the issue. Including screen scrapes of the issue.</p> <p>MEMEX Client Services will respond within 2 working days.</p> <p>Assessment and resolution plan within 3 working days of initial Memex response.</p>

Software Defect – (Non-configuration related issue) Assess issue and provide estimate for resolution.

- Critical Issue– Reload current or previous revision and reassessment is performed within 60 minutes.
- High and Medium Issues - Bug identification, escalate to level 2 development resource.

For All Severity Issues:

1. Assess and provide engineering action plan within the timeframes identified for each category.
2. If an engineering defect requires a coding change the effort and Patch Release timeline will be based on the severity and complexity of the issue.

Configuration- Issues related to configuration will be assessed and addressed within the resolution timeline.

Hardware- Failure of hardware. Standard RMA procedure. MEMEX recommendation procedure is for spares on shelf. MEMEX Client Services to remotely assist Customer maintenance or engineering team to swap out failed hardware.

Network- Outside of the scope of MEMEX. Client Services can be asked to assist in assessment. Customer IT resources responsibility for network outages and disruptions

Training- Standard training Syllabus- Can be arranged with MEMEX Client Services for training sessions

Training- custom training services- Can be arranged by MEMEX Client Services

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