

### Demonstration Script

<b>Session</b>	<b>General</b>	<b>Estimated Time</b>	1 hour
	<b>Support</b>		

<b>Purpose</b>	To understand the supplier's support philosophy, methodology and infrastructure.
<b>Attendees</b>	MISDU management team, Technical Team, Student Team, HR Team.

<b>Preparation</b>	Support for the product and its development is an essential criterion on which a purchase decision will be made. During this session we will look for hard evidence on support issues which we will expect to follow up during reference site visits and telephone references. Obtain relevant examples of user documentation.
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<b>Activity</b>	
	Present how your organisation supports the product. Describe the range of support services available (e.g. internet, private dial-in or CD based self-service support mechanisms, direct contact support facilities). State any involvement of third parties in support services. Recommend the most appropriate support options for Northumbria.
	Describe the service standards you apply to the support operation. Please give examples of how calls are logged, prioritised, actioned and escalated.
	Describe how you obtain adequate customer participation in the development of the package.
	Describe the level of support and maintenance that Northumbria would be permitted to undertake with its own on-site staff.
	Provide us with at least 2 real life examples of the following: - a user requested bug fix a user requested product enhancement For each type detail the life cycle of the call through to completion. Support your examples with actual corporate request tracking documentation.
	Detail the historical and expected future frequency of release of full client upgrades and patches. Detail the implications (licensing, support, resource required) of both regularly and not regularly upgrading to the latest version of the application and/or client.

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Activity	
	Present examples of user documentation (e.g. user guides, newsletters)
	Describe (with reference to an organisation chart) how support for the package is organised in terms of numbers of staff by level and by country.