

## Job Logging Procedure



At OAS, we are constantly reviewing and refining procedures to ensure our customers' expectations are being met.

Our clients have 24 hour access to technical support and we offer the option of logging jobs via email, via our customer web portal or contacting our service team by phone.

Some of the benefits of our job logging procedure include:

- Your job will be entered and tracked by our Technical Coordinator
- We are able to accurately track the status by job number and customer
- We allow our customers to prioritise work required based on their needs
- We offer direct phone contact with on-call engineers after hours

OAS will endeavour to meet or exceed the following SLA targets and objectives:

Priority	Sample Fault / Job Requirement	Targeted Response Time
1	System Down, No Computers Working	Immediate Response.
2	Major Operational Problem	Within 2 Business Hours
3	Important Issue	Within 8 Business Hours
4	Software Installation, New Profile / User	Within 2 Business Days
5	Workload Creation, Planned Works	Within 5 Business Days

The below table details the service levels OAS offers based on the type of issue encountered. We encourage users to specify the priority of the job at the time of lodgement to ensure there is an accurate understanding of the importance of the fault logged. This allows OAS to respond appropriately. Any emergency issues that require onsite assistance will be actioned as quickly as possible.

<b>Business Hours (Monday to Friday, 7am – 5pm)</b>	Priority 1	02 4940 1800
	Priority 2	02 4940 1800 www.oas.com.au itsupport@oas.com.au
	Priority 3, 4, 5	www.oas.com.au itsupport@oas.com.au

<b>After Hours (5pm – 7am weekdays, weekends and all public holidays)</b>	Priority 1 & 2	02 4940 1800
	Priority 3, 4, 5	www.oas.com.au itsupport@oas.com.au