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|---|---|
| **Project Name:** | **Integrated Housing Management System – Functional Support Model** |
| **Author:** | Kirsty Letham |
| **Version number:** | V0.1 |
| **Date Created/Amended:** | 23/10/2024 |
| **Executive Officer:** | Heather Holland |

## 1. Introduction

NEC Integrated Housing Management System (IHMS) is scheduled to replace Saffron Housing from November 2024. The existing housing system is over 20 years old and no longer able to meet the Housing Service's legislative and statutory obligations.

NEC are currently supporting EDC to deliver Phase 1 of the project which will provide a like for like replacement of the legacy system encompassing the following modules:

- Estates
- Allocations (inc. Homelessness)
- Rents
- Housing Advice
- Support Services
- Reports
- Letters

This paper provides an overview of the high-level support model for the IHMS Management team and wider project team, comprising both internal and external support arrangements.

This paper will be submitted to the IHMS Project Board for sign off and elements of this paper will be utilised in end user communications, where appropriate.

## 2. Overview of Support Model

The following support model will ensure users are fully supported from the go live date using a clear step by step approach.

The model is comprised of 4 levels:

- **Level 0: System Login** – For system login issues, end users should always contact the IHMS Team in the first instance: IHMS@eastdunbarton.gov.uk after the initial support period this will be absorbed by the Housing Systems Team.
- **Level 1: Self Learn** - End users are encouraged to use the help function in the NEC system, training materials available on the Employee Zone https://www.eastdunbarton.gov.uk/employee-zone and/or seek support from 'Super Users' within their service.

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- **Level 2: Internal Escalation –** After seeking support from the Employee Zone https://www.eastdunbarton.gov.uk/employee-zone /Super Users, users can raise a query via the IHMS mailbox: IHMS@eastdunbarton.gov.uk managed by the IHMS Project Team.
- **Level 3: External Escalation –** For level 2 queries which cannot be resolved internally, an incident is raised on the supplier portal by the IHMS Project Team; these incidents will be managed by the external supplier, NEC.

## 3. Level 0 Support: System Login

Should users forget their username or password they should directly contact the IHMS Team via email: IHMS@eastdunbarton.gov.uk. A member of this team will reply as soon as possible with username/password reset details; these types of enquires are prioritised over others by the IHMS Team.

## 4. Level 1 Support: Self Learn

In the first instance, end users will be encouraged to self learn in the following ways:

- Using the 'Help' function within the NEC system, this can be found by clicking on the cog at the top right of each page and selecting 'Help': **NEC** ⚙
- Accessing the content available in the Employee Zone https://www.eastdunbarton.gov.uk/employee-zone, including user guides for key processes and FAQs. Content on the Employee Zone will be updated as new issues or queries are raised to ensure a complete feedback loop.
- Seeking advice from 'Super Users' within their teams; these users have been involved in the development and testing of processes within the system and helped shape the training material. They have been established to promote new and improved ways of working, answer simple queries (informal) from colleagues which will prevent the IHMS mailbox and from being inundated. If the same questions are being asked regularly, Super Users will be encouraged to feed this back to the IHMS Project Team in order to add this to the FAQs along with post go live feedback. A list of Super Users is available via the Employee Zone https://www.eastdunbarton.gov.uk/employee-zone

## 5. Level 2 Support: Internal Escalation

After exhausting the self learn tools and 'Super User' network, for an agreed initial period after go live, end users can raise their query via the IHMS mailbox: IHMS@eastdunbarton.gov.uk managed by the IHMS Project Team.

The IHMS Project Team will triage queries, responding where possible and feed regular questions into FAQs held within the Employee Zone https://www.eastdunbarton.gov.uk/employee-zone

When specialist support is required from another internal team, the IHMS Project Team will make contact via the existing shared mailboxes or contact subject matter experts direct.

This approach also allows IHMS Project Team to monitor enquiries to identify frequently asked questions, so these can quickly be fed into the FAQs available to users.

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## 6. Level 3 Support: External Escalation

For level 2 queries that cannot be resolved, this becomes level 3 support and a service request or incident is raised via the supplier customer portal. Requests/incidents will be raised **by the IHMS Project Team** for an initial period post go live, after which this will be absorbed by the Housing Systems Team.

The NEC customer portal is accessible 24 hours a day, 7 days per week to promote self- service. The portal can be accessed via www.customersupport.necsws.com and users must register in order to gain access. They will then be taken to a Helphub home page where existing requests/incidents can be viewed.

Service requests should be used for:
- Documentation.
- Passwords – for new releases.
- Licence Requests – for functionality that is free of charge, otherwise licence requests should be progressed via the Account Manager or the Sales Desk (lgsh.sales@necsws.com)

Service incidents should be used for:

- The Remote DBA Team for upgrades, cloning databases, applying patches etc.
- Housing application issues, including all housing technical, ISG and bespoke issues. These will then be moved across to the correct team, where required.

The Helphub Support document below should be referred to for the process of logging both service requests and incidents:

NEC HelpHub
Support.pptx

Once an incident is logged this can be viewed on the Home page, if the Housing Support Team require further information they will email the portal user direct and the incident status will be set to 'Waiting for Customer', when a reply has been sent to the Helphub email, the incident status will be returned to 'Active'.

Incidents should be determined by level of priority (Table 1.1). Should a call be deemed as priority 1, this should be logged on the portal as well as phoned into the service desk (0844 848 2385).

| Priority | Reasoning |
|---|---|
| 1 | The LIVE system or NEC SWS Software affected is unusable and has stopped operations – either the total system or a critical task / major functionality. No workaround is available to the customer. |
| 2 | Use of the LIVE system or NEC SWS Software affected is degraded and/or disrupted but not catastrophic. Major business disruption which severely impairs key functional aspects of the application but does not prevent operationally critical processing. |
| 3 | • The LIVE system or NEC SWS Software affected is usable but suffers from intermittent problems without significant material user impact or can be circumvented; and/or<br>• The Non-Production e.g. training / test system is unusable and has stopped operations |
| 4 | Minor impact on non-critical aspects of the LIVE system or NEC SWS Software or a cosmetic change. Customer's use of the LIVE system or NEC SWS Software is not materially impaired; and/or<br>• Use of the Non-Production e.g. training / test system is degraded and/or disrupted |

*Table 1.1: Determination of Priority of an Incident*


A guide to NEC standard timescales can be found in Table 1.2

| Priority | Target Response to Customer | Target Resolution to Customer |
|---|---|---|
| 1 | 2 Business Hours | 8 Business Hours |
| 2 | 4 Business Hours | 5 Business Days |
| 3 | 8 Business Hours | Future Release |
| 4 | 2 Business Days | Future Release |

*Table 1.2: Standard Timescales*

The escalation process is shown in Table 1.3, further detail can be found in the Customer Charter document:
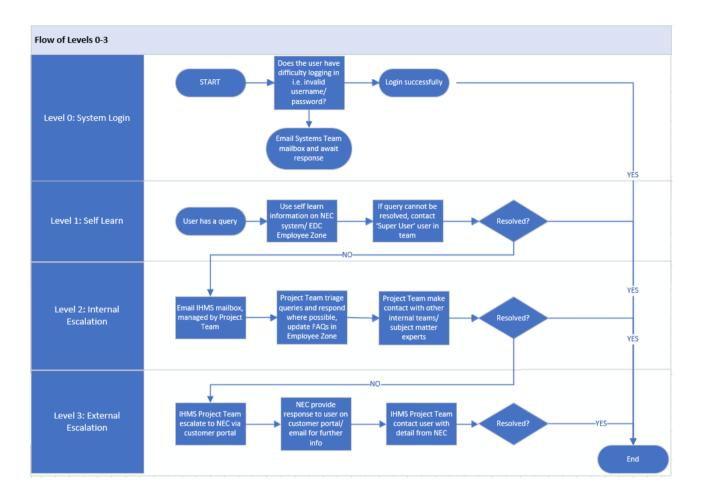
NEC Customer
Charter Jan 2024.pd

| Escalation Point | Contact |
|---|---|
| 1st Escalation Contact | **NEC SWS Service Desk**<br>**Email:** servicedesk@necsws.com<br>**Tel:** 0844 848 2385 |
| 2nd Escalation | **Housing Customer Support Manager** – Wendy Rafferty<br>**Email:** wendy.rafferty@necsws.com<br>**Mobile:** 07814 227964 |
| 3rd Escalation | **Housing Development Director** – Dave Dunn<br>**Email:** dave.dunn@necsws.com<br>**Mobile:** 07951 669581 |
| 4th Escalation | **Executive Director of Government & Housing Director** – Roger Birkinshaw<br>**Email:** roger.birkinshaw@necsws.com<br>**Mobile:** 07802 258382 |

*Table 1.3: Housing Support Escalation Process*

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## 7. Process Map – Flow of Levels 0-3



**Flow of Levels 0-3**

**Level 0: System Login** — START → Does the user have difficulty logging in i.e. invalid username/ password? → Login successfully (YES) / Email Systems Team mailbox and await response

**Level 1: Self Learn** — User has a query → Use self learn information on NEC system/ EDC Employee Zone → If query cannot be resolved, contact 'Super User' user in team → Resolved? (YES / NO)

**Level 2: Internal Escalation** — Email IHMS mailbox, managed by Project Team → Project Team triage queries and respond where possible, update FAQs in Employee Zone → Project Team make contact with other internal teams/ subject matter experts → Resolved? (YES / NO)

**Level 3: External Escalation** — IHMS Project Team escalate to NEC via customer portal → NEC provide response to user on customer portal/ email for further info → IHMS Project Team contact user with detail from NEC → Resolved? (YES) → End

## 8. Supporting Processes

**License Management**

Licenses are required for the Business Objects and Document Management components of the system.

| Module | No of Licenses | Licenses in Use |
|---|---|---|
| Business Objects | 5 | 5 |
| Document Management | 57 | 0 |

Further detail will be provided re Document Management once this module has been fully developed and is integrated to the live environment.

**Upgrades**

Service incidents should be logged on the customer portal for upgrades, this will be sent to the Remote DBA Team.

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## 9. Points of Contact

| Support Area | Points of Contact | Service Area | Support Model Role |
|---|---|---|---|
| **Level 0** | IHMS Team<br><br>IHMS@eastdunbarton.gov.uk | Housing | Username and password resets. |
| **Level 1** | 'Super Users' are listed below and can be found on the Employee Zone on the EDC website:<br>Employee Zone \| East Dunbartonshire Council<br><br>Homelessness:<br>Lynn Ross<br>Aileen Farrell<br>Sarah Gemmell<br>Jackie Sullivan<br><br>Rents:<br>Diane Cochrane<br>Barbara-Ann Harris<br><br>Estates:<br>Louise Conlon<br>Rhona Slaven<br><br>Allocations:<br>Louise Conlon<br>Kerry Thomson<br><br>Shared Services:<br>Shirley Taylor<br>Debbie Williamson | Housing/ Shared Services | More experienced users of the system with knowledge of processes and system usage over and above standard training provide support to other users. |
| **Level 2** | IHMS Project Team<br><br>For **non-urgent** enquires:<br>IHMS@eastdunbarton.gov.uk<br><br><br>For **urgent** enquires:<br><br>Richie Brown (Project Lead)<br>Richie.brown@eastdunbarton.gov.uk<br><br>Lisa Brown<br>Lisa.brown@eastdunbarton.gov.uk | IHMS Project Team | Triage all enquiries raised through IHMS mailbox.<br><br>Respond to general enquiries and escalate to subject matter experts, where appropriate via IHMS mailbox.<br><br>Collate info re enquiries raised, and feed training needs into training content & FAQs on Employee Zone.<br><br>Respond directly to users with urgent enquires. |

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|---|---|---|---|
|  | Siobhan Bolan<br>Siobhan.bolan@eastdunbarton.gov.uk<br><br>Catherine Fox<br>Catherine.fox@eastdunbarton.gov.uk<br><br>Kirsty MacLeod<br>Kirsty.macleod@eastdunbarton.gov.uk<br><br>Karen Bell<br>Karen.bell@eastdunbarton.gov.uk<br><br>Kirsty Letham<br>Kirsty.letham@eastdunbarton.gov.uk |  |  |
| **Level 3** | NEC<br><br>Customer portal<br>www.customersupport.necsws.com<br><br>Service Desk<br>servicedesk@necsws.com<br>0844 848 2385<br><br>Sales Desk<br>lgsh.sales@necsws.com<br><br>NEC Escalations<br>See table 1.3 for contact details | External Supplier | Customer portal - log service requests and incidents.<br><br>Service desk – for issues registering with the customer portal and to log P1 incidents.<br><br>Sales desk – for license enquires. |

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