

Subject: West Monroe Partners ICC Support Incident Guide

Date: Thursday, September 14, 2017 at 10:31:07 AM Central Daylight Time

From: Sam Romo

To: Marcin Michalek, Sean Stanhibel

Marin, Sean,

For the Infrastructure Support, please use the following guide for new ticket creation when needed. Dan and I will be looped in on Incidents when they are created but as always you have our cell numbers if you need to reach out directly. I will update this once Service Desk goes live for distribution to end users also.

West Monroe Partners Infrastructure Managed Services User Guide

DATE: September 14, 2017

Subject: Introduction of IT Infrastructure Managed Services Provider, West Monroe Partners:
Methods & Tips for Receiving Technical Support

West Monroe Partners will take over Infrastructure Managed Services and Support for ICC. Please utilize the following contact methods to log new incident request tickets with West Monroe Partners Network Operations Center.

Contacting the NOC for support request:

- Business Hours: 24x7
- Phone: 844-870-4642 or 312-237-4372 #3
 - Response Time: Calls will be answered within minutes of being placed
- Email: support@westmonroepartners.com
 - Response Time: Emails will be responded to within 1 hour during business hours.

For Critical Priority 1 Incidents:

- Any critical, high severity or production impacting incidents should be logged via phone call to NOC. Please inform when placing the call the severity and impact of the incident.
- Phone: 844-870-4642 or 312-237-4372 #3
 - Response Time: Calls will be answered within minutes of being placed and escalated to the appropriate management and engineering resources.

Tips to Ensure Timely Afterhours Support via Email

- Advise calling the hotline for critical and urgent support.
- Leave a preferred contact method, such as mobile number in email.
- Create a new ticket and do not reply to old tickets

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