

Tier 3 Support Request Form

Instructions: To request Tier 3 Support, fill out this form and press the **Submit** button. The form will be emailed to Support@SmarterBalanced.org and Reporting@SmarterBalanced.org. You may attach screen shots to the generated email once the **Submit** button is pressed. Please see the Instructions Document for more detailed information. Use Adobe to fill out form.

SUBMISSION INFORMATION			
Submitted by:		Email:	
Organization:		Date:	

ISSUE DESCRIPTION	
Description of the Issue:	
Date and Time of Occurrence:	
System Used:	<input type="checkbox"/> macOS Windows Linux Chrome OS <input type="checkbox"/> Other (Please describe in description)
Browser Used:	<input type="checkbox"/> Chrome Firefox Microsoft Edge Safari <input type="checkbox"/> Other (Please describe in description)

ISSUE DETAILS: This section is to capture details related to the issue that may assist in troubleshooting efforts and diagnostic leads.	
Frequency:	<input type="checkbox"/> First Occurrence Intermittently/Randomly Frequently <input type="checkbox"/> Specific Action (Please list trigger in description)
Are others having the same issue? (Provide contact information)	
What test(s) are affected?	
What groups, grades, school, district, etc. are affected?	
If running a report, what query options were selected? (Provide screenshot)	

ISSUE DETAILS: This section is to capture details related to the issue that may assist in troubleshooting efforts and diagnostic leads.	
What steps to troubleshoot has the user taken?	

Tier 1 Support: Provide a summary of any actions or troubleshooting provided by Tier 1 Support.	
Please describe any actions taken:	
Status:	<input type="checkbox"/> Referred to School or District Administrator <input type="checkbox"/> Referred to Tier 2 Support on _____ <input type="checkbox"/> Closed
Issue Priority:	

Tier 2 Support: Provide a summary of any actions or troubleshooting provided by Tier 2 Support.	
Please describe any actions taken:	
Status:	<input type="checkbox"/> Referred to School or District Administrator <input type="checkbox"/> Referred to Tier 3 Support on _____ <input type="checkbox"/> Closed
Issue Priority:	

Submission Signature			
Name:		Signature:	_____

Tier 3 Support Request Form

Instructions

This purpose of this form is to collect issue information and troubleshooting steps taken prior to the submission of a Tier 3 support ticket. The form will lead Tier 1 & 2 Support through capturing the minimum required information, but technicians should use the description boxes to add more information whenever possible. Use Adobe to fill out form.

Upon completion of the form, use the **Submit Form** button at the bottom to submit to support@smarterbalanced.org along with a brief (1-2 sentence) description of the support issue.

Submission Information

The purpose of this section is to capture basic identifying information of the issue reporter and technicians involved in troubleshooting the problem.

1. Submitted by: Fill in the name of the individual requesting assistance (field user).
2. Organization: List the school, district, or other organization of the user.
3. Email: Email address of the submitter.
4. Date: Date the form was submitted.

Issue Description

The purpose of this section is to provide an overall description of the problem the user is facing and to capture the type of system used.

1. Description of the Issue: Provide a detailed explanation of the issue as reported by the user.
2. Date and Time of Occurrence: When did the error or issue occur?
3. System and version used: Select the type of system the user has such as macOS or Windows.
4. Browser and version used: Select the type of browser being used.

Issue Details

The purpose of this section is to capture details related to the issue that may assist in troubleshooting efforts and diagnostic leads. Include any addition to the issue description box.

1. Frequency: Select how often the issue is occurring for the user.
 - a. First Occurrence: First time the user has experienced the issue.
 - b. Intermittently/Randomly: Issue can be repeated, but not with any specific regularity.
 - c. Frequently: Issue occurs most of the time or all of the time.
 - d. Specific Action: Error/issue occurs when completing a specific action. Include the trigger action in the description.
2. Impacted Users: Have others reported this issue? Is there a specific role that the issue impacts? Provide contact information, if possible, to assist with troubleshooting.
3. Impacted Tests: Is the error occurring with all tests or a specific test or year?
4. Impacted populations: Is the error occurring with specific groups, grades, schools, or districts?
5. Queries: When running a report, the user will select various attributes. Fill in the options selected by the user or have them provide a screenshot of the options chosen.
6. User Troubleshooting: Capture any troubleshooting or work arounds the user used.

Tier 1 Support

Provide a detailed summary of any actions or troubleshooting provided by Tier 1 Support. This assists in diagnosing the issue quickly and thoroughly. The status box should document when the issue was resolved or referred to Tier 2 Support. Capture the priority and impact of the issue.

Tier 2 Support

Provide a detailed summary of any actions or troubleshooting provided by Tier 2 Support. This assists in diagnosing the issue quickly and thoroughly. The status box should document when the issue was resolved or referred to Tier 3 Support. Capture the priority and impact of the issue using the below definitions. If there are any major milestones, dates, or events are impacted, provide the deadline and explanation.

Issue Priority	Definition
Low	Minor issue with little to no impact on end users.
Medium	Moderate issue with some impact on end users. Typically, users have a workaround.
High	Large impact to end users with no or insufficient work around.
Highest	Major impacts to operations with no work around available. Typically, a high number of users impacted.
Critical	Issue impacts multiple systems or is causing system failure. All users may be affected and potential long-term impact to operations.

Submitting a Ticket

To submit the form, select the **Submit Form** button at the bottom of the form. This will open an email window with the Tier 3 Support form as an attachment. Attach any supporting documents to the email. Include a brief description in the subject line along with any clarifying details in the body of the email.

Receipt of Tier 3 Ticket

Upon receiving this form, Smarter Balanced shall open a Tier 3 ticket and start troubleshooting. The Technician will receive an email with a ticket number that may be referenced in any further communications. Once the issue is resolved, Smarter Balanced will provide a response including the resolution to Tier 2 support to be communicated back to the field user as per the Enterprise Support Model.

Enterprise Support Model

