



Enabling
trusted
identities

Nexus Support Process Description

This document and the software described in it are copyrighted

© 2019 Technology Nexus AB. All rights reserved.

All other trademarks and service marks are the property of their respective owners.
Information in this document is subject to change without prior notice.

Version Notes

| Version | Date | Reason for Change | Chapter | Responsible |
|---------|---------|--|----------------------------|-------------|
| 1.0 | 08.2015 | Creation | all | Nexus |
| 1.1 | 11.2015 | Explanation of the close status | 2.5 | Nexus |
| 1.2 | 06.2016 | Swedish telephone number | 4.1 | Nexus |
| 1.3 | 06.2016 | Added Change Process | 2.4 | Nexus |
| 1.4 | 09.2016 | Product list update "Type" explanation added Update of the references | 1.1 4.1.2 | Nexus |
| 1.5 | 02.2017 | Minor changes in the named chapters | 1.1 2.3 2.5.5 4.1 | Nexus |
| 1.6 | 03.2017 | CI update | n/a | Nexus |
| 1.7 | 05.2017 | Adjustments based on the organizational changes and the updated SMPs | All | Nexus |
| 1.8 | 01.2018 | Adjustments based on the organizational changes and the updated Support C&T and Support description | All | Nexus |
| 1.9 | 06.2018 | Secured delivery via check-sum | 5.2 | Nexus |
| 1.10 | 04.2019 | Update of the support organisation, Update major incident handling Small adjustments in support services | 3 4.2 5 | Nexus |

Document classification: public

References

| No | Document Title | Document Link |
|----|---|---|
| 1 | Nexus Support and Maintenance Description | https://doc.nexusgroup.com/display/PUB/Support |
| 2 | Nexus Group Terms for Support and Maintenance | https://www.nexusgroup.com/about-nexus/terms-and-conditions/ |

Table of Contents

| | |
|---|----|
| Table of Contents | 4 |
| 1 About Nexus | 5 |
| 2 Support Mission..... | 5 |
| 3 Support Organisation..... | 5 |
| 3.1 Responsibilities | 5 |
| 3.2 Service Tracking System | 6 |
| 3.3 Differentiation between Project, Partner assist and Technical Support Queues..... | 6 |
| 4 Support Process | 6 |
| 4.1 Incident Management | 6 |
| 4.2 Major Incidents..... | 7 |
| 4.3 Escalation of Tickets..... | 7 |
| 4.4 Change Management | 7 |
| 4.5 Feature Request | 7 |
| 4.6 Ticket State | 7 |
| 5 Support Services | 8 |
| 5.1 Access Details | 8 |
| 5.1.1 Director of Support: | 8 |
| 5.1.2 Reporting Incidents via Nexus Support Portal | 8 |
| 5.1.3 Reporting Incidents via e-mail..... | 11 |
| 5.1.4 Reporting Incidents via phone..... | 12 |
| 5.2 Access to Updates and Hot Fixes..... | 12 |

1 About Nexus

Swedish-owned Nexus Group is an innovative and rapidly growing product company, developing identity and security solutions. Our technology helps organizations digitize their operations in a secure way by enabling e-commerce and online banking, managing physical and digital access, securing access control, provisioning access cards, enabling e-services in the public sector, and protecting communication between things.

The very basis of all security, both physical and digital, is the creation, management, and use of identities. We have enabled trusted identities for people, software and devices since 1984, and our technology is today relied upon by a large number of organizations and 100 million end users around the world. We are 300 employees across 15 offices in Europe, India and the US, and we have a global partner network.

Nexus's mission is to contribute to the formation of a secure society, and everything we do is guided by our core values: we care, we innovate, we are committed.

2 Support Mission

Support services aim at resolving reported incidents within the software and contribute to Nexus's mission to the formation of a secure society.

3 Support Organisation

We have two locations for software support: one in Sweden and one in Germany. The teams are working closely together with the product development teams.

3.1 Responsibilities

For support cases in general the German team takes care of issues coming in from customers in the DACH¹ region and the Swedish team takes care of the issues from all other customers. In addition to that we split the work related to product competences. That means that issues might be moved from one team to the other team, but the responsibility for the customer stays with the above-mentioned team.

| Product competences | Swedish Team | German Team |
|--------------------------|--------------|-------------|
| Hybrid Access Gateway | X | |
| Personal | X | |
| Certificate Manager | X | |
| Identity Connector (IDC) | X | |
| Nexus Go/ Services | X | |
| CardDesk | | X |
| PRIME | | X |
| SmartACT | | X |
| Card SDK | | X |

We do not provide support in this function for any other products.

¹ DACH: Germany, Austria, Switzerland plus Eastern Europe

3.2 Service Tracking System

Our ticket tracking system is OTRS. OTRS is organized in different queues:

- Technical support queues:
 - o DACH
 - o Inbox
 - o Sweden
- Partner assist queue
- Project queues
 - o **NAME**: placeholder for a specific project

The technical support queues and the partner assist queue are tracked by the support teams. The project queues are monitored by the responsible project team lead. Nexus employees working within the OTRS system might be called “Nexus agent” in this document.

3.3 Differentiation between Project, Partner assist and Technical Support Queues

A ticket belongs to a specific project queue in case Nexus has the project responsibility and

- If the system is not live yet OR
- The acceptance is pending OR
- If the incident occurred within a new software version which has been provided due to the implementation of a change request AND
- The acceptance of the change request is pending

A ticket belongs to the partner assist queue:

- During the partner onboarding phase
- During the phase the partner is implementing a solution for his customer
- Any product beta version testing

In all other cases one of the technical support queues is appropriate:

- DACH: for all customers served from the DACH sales team
- Sweden: for all other customers
- Inbox: will be moved to Sweden or DACH from a scheduler.

In addition, a Nexus agent might move a ticket to another queue (e.g. from the technical support queue into a specific project queue) based on internal agreements and based on the competences.

4 Support Process

Tickets created per e-mail (please see [Access Details](#)) are ending up in the Technical Support Inbox queue. A scheduler is moving the tickets into the corresponding queue: Sweden or DACH. When tickets are created in the portal a specific queue must be selected.

All members of the support teams are checking the queues regularly. When a new ticket is in, a support team member takes over the ownership for the ticket. With that the ticket is assigned to a Nexus agent. In case the ticket belongs to a project, the agent will move the ticket into the corresponding project queue.

4.1 Incident Management

Each agent is monitoring the tickets he is responsible for and works through the list of tickets according to priorities and due dates defined in the SLA.

In case additional information or clarification is needed the agent will contact the customer via ticket system or phone.

As soon as all needed information (plus e.g. if necessary cardware, middleware) is available the Agent tries to reproduce the failure in a Nexus reference environment.

Based on the incident analysis the agent might be able to solve the issue himself via configuration or provide a work around. In all other cases a task for the corresponding product development team will be opened. A product development team member will take the task and do the source code analysis. The severity of the issue and the result of the analysis determines if a hot fix will be delivered or if the bug fixing will be implemented in one of the next product releases.

The customer will be kept informed about the progress via the communication in the ticket, including e-mail notification. While logging on to the support portal, Customer can see the history of communication in his tickets.

4.2 Major Incidents

If an incident with the severity level A-critical or B- high has occurred, beside opening a ticket, in addition always a phone call should take place. The hotline to be called is country related and are pointed out in Ref 1 chapter 4

For major incidents a work around will be delivered if possible.

4.3 Escalation of Tickets

To escalate a ticket the first contact is the Director of Support (for contact details see [Director of Support](#)). Next escalation step is the responsible Key Account Manager (KAM).

4.4 Change Management

Change request tickets are handed over to Sales/ Professional Service Team. Change requests are customer requirements that cannot be labeled as faults in our software and are in addition to agreed functionality.

4.5 Feature Request

A feature request ticket will be closed with the answer from the Product Owner. The answer could be that the request is accepted or that it will be rejected. If the feature request was accepted, we will reopen the ticket as soon as the feature has been implemented in a release. With sending out the version number we will close the ticket again.

4.6 Ticket State

A ticket can have different states and the main states are New, Open and Closed. When a ticket is created, it gets the status New. When the ticket is assigned to an Agent at Nexus the state is Open and , as soon as it is resolved, the state is Closed.

While working with the ticket we might use these states as well:

- Waiting for Bugfix: If the analysis is done and we are either waiting for a hotfix or waiting till the bugfix is planned to be implemented in a defined release.
- Waiting for Release: If the bugfix has been planned for a specific release.
- Waiting for Customer: in case additional information, confirmation on the solution proposal etc. is needed from the customer.
- Pending Customer:

- in case we have delivered a solution and the acceptance from the customer is pending
- in case the customer puts a ticket on hold

For closing a ticket one of the following states will be used:

- p closed successful:
 - if we have delivered a solution and
 - the customer has proven the solution (this step is optional, depending on the agreement with the customer)
- p closed other reason:
 - if we have not been involved in solving the incident
 - a ticket has been opened accidentally
 - the ticket is not an incident
- p closed due to inactivity: in case we are waiting on a response from the customer and we did not get an answer after setting a deadline
- p closed with workaround: if a workaround has been delivered and the closure of the ticket has been agreed with the customer.

5 Support Services

5.1 Access Details

Please find the contact information for support under Ref.#1 chapter 4 Access to helpdesk
Contact Information regarding projects & partner assist:

| Description | Contact Information projects | Contact Information for partner assistance |
|-----------------------------|---|---|
| Nexus Support Portal | https://support.nexusgroup.com/ | https://support.nexusgroup.com/ |
| Email Support | project NAME @nexusgroup.com ² | partnerassist@nexusgroup.com |
| Escalation | Responsible Business Consultant @ Nexus | TBD |

Table 1: Access Details

5.1.1 Director of Support:

Petra Arnold
 E-Mail petra.arnold@nexusgroup.com
 Telephone +49 7243 5488 123
 Mobile +49 174 1628958

5.1.2 Reporting Incidents via Nexus Support Portal

Go to <https://support.nexusgroup.com/> and login with your given credentials.

² projectNAME@nexusgroup.com: where **NAME** is the placeholder for the defined abbreviation of the project name

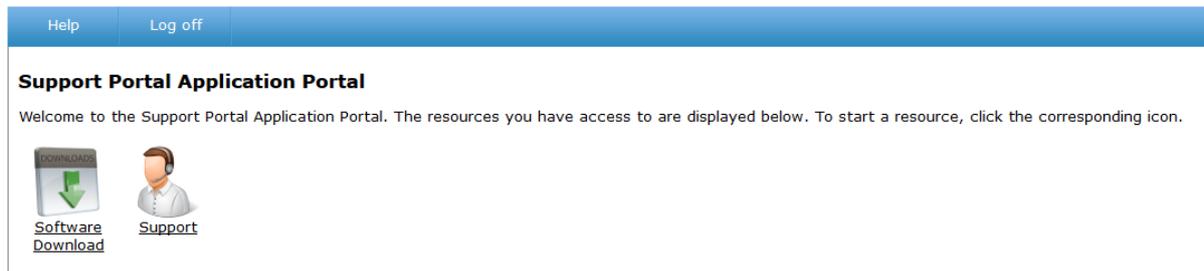


Figure 1: Support Portal

- When you are in the support portal click on the support icon. Now you will be redirected to our ticket system, OTRS.
- On the menu bar you will see the following options:
 - New Ticket
 - To register a new ticket
 - My Tickets
 - Overview on tickets registered by the logged in Customer contact person.
 - Company Tickets
 - Overview on all tickets registered by any of the Customer contact persons on the Customer Portal
 - Chats
 - Search
 - FAQ



Figure 2: OTRS

- To register a new ticket, choose the option “New Ticket” on the list. The following form will be presented:

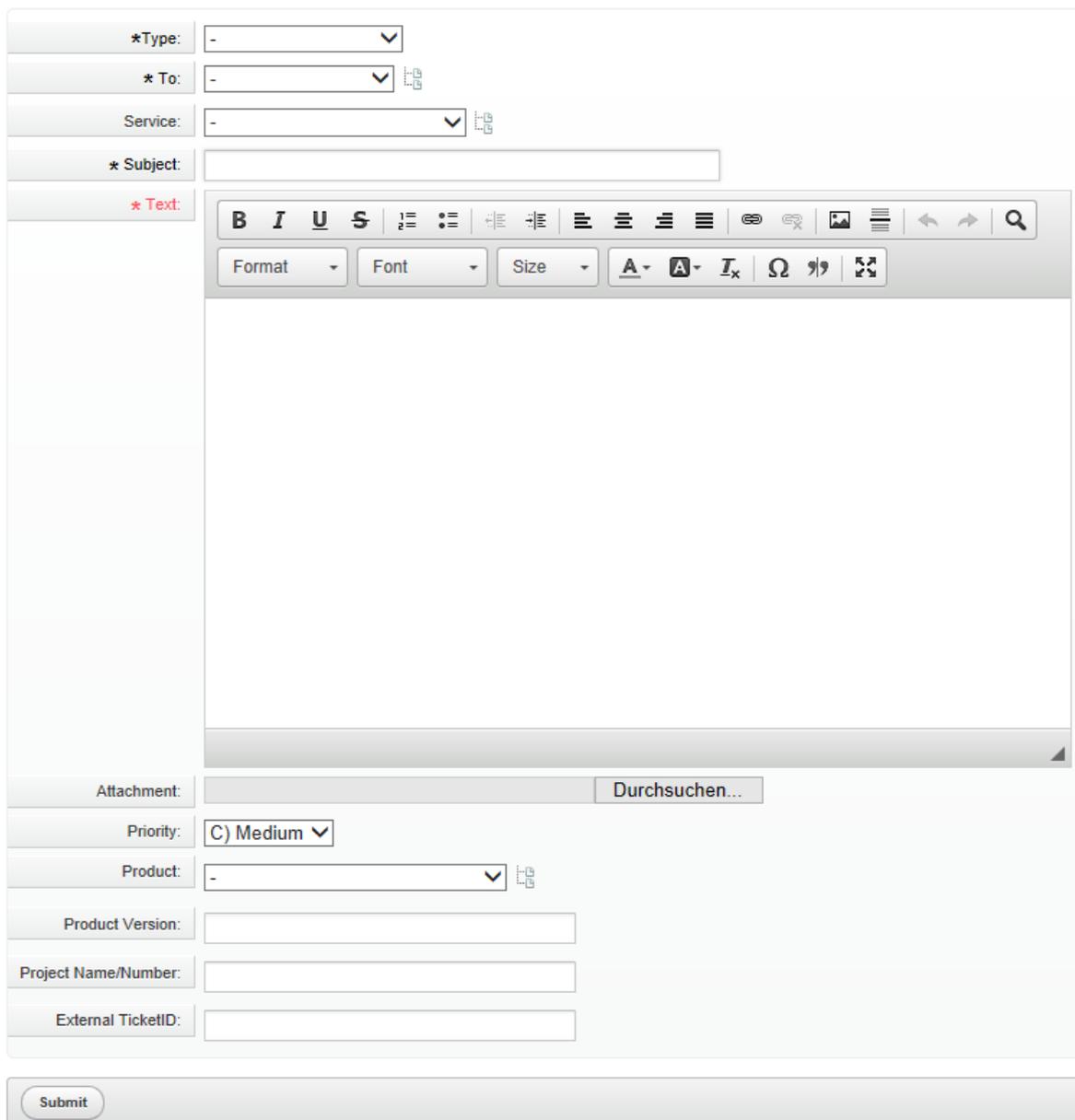


Figure 3: New Ticket

All fields marked with a „*“ are required fields.

- ***Type:** Start with choosing the type of ticket you want to register.

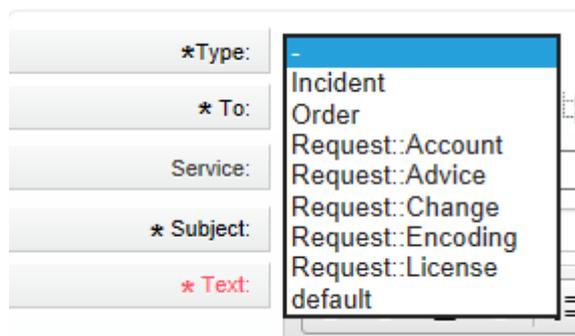


Figure 4: New Ticket – Field “Type”

To report an Incident you would choose “Incident”.

- ***To:** Select the ticket queue you want to address

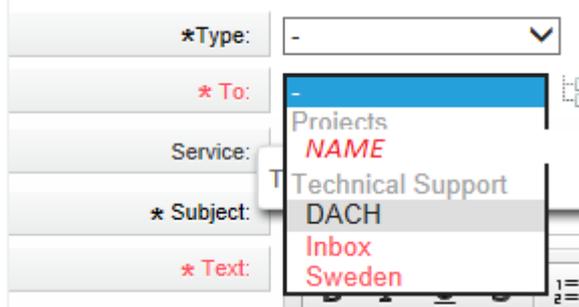


Figure 5: New Ticket – Field “To“

“Technical Support Sweden” represents the queue for the Swedish support team.

“Technical Support DACH” represents the queue for the GERMAN support team.

“Projects *NAME*” represents the queue for a specific project

See Chapter [Differentiation between Project and Technical Support Queues](#) for the explanation which queue should be selected. In case of uncertainty “Inbox” is the best choice.

Service: in case you are using a Nexus service- select the one you are using

- ***Subject:** Add a high level issue description
- ***Text:** Detailed description of the issue
- **Attachment:** log files, screenshots, etc.
- **Priority:** Select the ticket priority

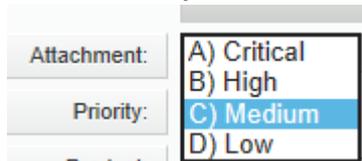


Figure 6: New Ticket – Field “Priority“

For explanation of the priorities see Ref.#2 Sub-Appendix B, Response Time and Restore Time

- **Product:** select the product which caused the issue
- **Product Version:** add the Version of the product
- **Project Name/ Number:** fill in this field in case more than one project is running
- **External TicketID:** in case the ticket should be linked to a ticket number of another ticket system.

5.1.3 Reporting Incidents via e-mail

To report a new Incident create an e-mail message and send it to the appropriate e-mail address (see Ref.#1 chapter 4 Access to helpdesk)

Please include Customer name (only used for Partners), Product name, and a short, meaningful description of the Incident in the subject field of the e-mail.

Please include in the content of the email



- Name, direct telephone number, eMail address, Company name
- Software Release
- Severity level A, B, C, D see Ref. #1 chapter 9
- A detailed description of the Incident.
- Add log files/ screen shots if applicable.

Include only one report in each e-mail to helpdesk.

The ticket system will return a receipt confirming that we have received the report. The receipt contains an Incident report number (call number), which will be used in all further communication about the matter.

5.1.4 Reporting Incidents via phone

See Ref. #1 chapter 4

To follow up on the incident, either Nexus will open a ticket in the customer's name or the customer is asked to open a ticket via e-mail or the support portal.

Either way the customer will get a receipt confirming that we have received the report. The receipt contains an Incident report number (call number), which will be used in all further communication about the matter.

5.2 Access to Updates and Hot Fixes

See Ref. #1 chapter 5

To deliver the updates in a secure way a check-sum will be on the portal for some of the products. After downloading the zip-file with the Nexus software package, the customer can run a command line tool with the zip-file as argument and calculate the hash-sum and make a comparison with the check-sum available on the portal.

In cases where these types of releases are resolving a particular Incident at one Customer, the deliverable is made available through individual company accounts on our SFTP server. Credentials for logon to the SFTP server is distributed in individual parts and are kept in a password vaulting software by Nexus.