Issue types and what they are for.

Report an Issue

This option is used to report bugs or problems with the software or web application.

Change Request/Suggest a New Feature**

Used to suggest improvements or new features in the applications. Also used to request to update data, such as regions, zones, and resources.

Other Questions

This option is used for questions about workflows, data, users, etc.

**Your service desk may not have this option

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Priorities and Definitions for Customers .

Critical

Severity 1 - Production System is Down.

This priority should only be used for outages.

Medium

Severity 4 - The issue has minimal or no impact on the functionality of the application. It may be a minor defect or a cosmetic issue. There is no immediate need for resolution, and it can be addressed in future releases or during routine maintenance.

Very High

Severity 2 - Production issue where the system is functioning but critical functionality is not working as expected and there is no workaround.

Low

General Support question, change request, new feature request.

High

Severity 3 - The issue affects some functionality but does not severely impact the core functionality of the application and the impact is neither immediate nor critical. There is a workaround available, though it might be inconvenient for users. The issue needs attention but isn't critical for immediate resolution and can be scheduled in upcoming maintenance.

Examples of issues for each priority .

Critical

- The web or desktop application is not loading.
- Users that have previously accessed the application are currently not able to login and access.

Very High

- Weather or Risk data is not updated for today's date.
- A critical layer, such as incidents, resources, fireguard perimeters, is not appearing when it is selected.
- Unable to create sims.
- Unarchiving active incident

High

- A filter does not work but the search function does.
- Minor layer, such as cameras/historical fires/GOES Imagery/NWS, is not loading correctly.

Medium

- Minor bug or cosmetic defect such as an icon being incorrect.
- Update to important data such as regions, zones or resources.
- Renaming a resource, zone, layer, camera

Low

- Requesting a change to a work flow or new feature.

Screenshot with examples .

Priority *

○ Critical ← Production system is down

○ Very High ← Weather or Risk data not loading
FireSim not working
Critical layer not loading
Unarchive an active event

○ High ← Minor layer not loading

○ Medium ← Update to data
Renaming a resource

○ Low ← Unarchive an old event (needed for training purposes)

What happens when I submit a *Critical priority* bug ticket?

1. Service Desk

Service Desk Ticket Creation

The Technosylva Product Support team is notified that a new ticket has been submitted to the service desk.

2. PagerDuty

Alerting through PagerDuty

As soon as the ticket is created an alert goes out to the on-call support team with a push notification followed by an SMS message and phone call to ensure immediate attention.

3. Triage and Response

Providing Timely Communication

Once the team is alerted via PagerDuty they will triage the ticket and take appropriate next steps such as checking/restarting servers, replicating the issue, or asking for more information from the person that reported the issue.

Information to include in your ticket .

- Important Information
  - Application version
  - Operating system
  - Browser type
    - Chrome, Edge, Firefox, etc

- Screen Recordings or Screenshots
  - This helps the support team replicate the exact steps a user took when the issue was discovered.

- Error Messages
  - Include screenshots of any error messages that appear.

- Frequency
  - Include how often the error happens.
  - Is is consistent or intermittent?

- Logs
  - For desktop applications the system store error logs.
  - This will help to pinpoint errors. Reach out to the support team for instructions on how to retrieve the logs.

Technosylva Support Levels .

	Basic	Premier	Enterprise
Technical Support Coverage *(Times shown are relative to client's time zone)*	All Severity Types: 8 am – 5 pm (M-F)	S1: 24/7 S2: 8 am – 5 pm (M-F) S3: 8 am – 5 pm (M-F)	S1: 24/7 S2: 24/7 S3: 8 am – 5 pm (M-F)
Response Time SLAs			
Severity 1* Production system is down.	1 business day after Jira Service desk ticket submitted	1 hour in response to use of Emergency Phone #	15 minutes in response to use of Emergency Phone #
Severity 2 Production issue where the system is functioning but critical functionality is not working as expected and there is no workaround.	4 business days after Jira Service desk ticket submitted	2 business hours after Jira Service desk ticket submitted	2 business hours after Jira Service desk ticket submitted + If after hours, 2 hours after use of Emergency Phone #
Severity 3 The issue affects some functionality but does not severely impact the core functionality of the application and their impact is neither immediate or critical. There is a workaround available, though it might be inconvenient for users. The issue needs attention but isn't critical for immediate resolution and can be scheduled in upcoming maintenance.	10 business days after Jira Service desk ticket submitted	2 business days after Jira Service desk ticket submitted	1 business day after Jira Service desk ticket submitted