



Customer Support Guide

The Customer Support Guide details our support services, contact information, and best practices for contacting support to ensure quick response and issue resolution.

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Introduction

This Customer Support Guide details our support services, contact information, and best practices for engaging support to ensure quick response and issue resolution.

Support is available to customers (and their designated contractors) that have paid the applicable fees and are in compliance with the terms and conditions applicable to the subscription for Clear Skye products.

All information gained from using the Clear Skye Customer Portal or provided by Clear Skye as part of support services is deemed confidential and solely for use for internal purposes.

Resources

Clear Skye provides a number of resources designed to assist our customers in finding the answers you need, when you need them

Our Customer Portal (URL) provides a consolidated way to access:

- Our [Knowledge Base](#), where you can browse and search for KB articles, see articles that others have rated highly for usefulness, and provide feedback on content
- Our [Ideas portal](#), where you can submit feature requests and vote on future product enhancements
- [Help](#), where you can submit cases to our support team
- Cases, where you can track and update open cases
- [Docs](#), where you will find our product documentation

How to Contact Support

Your organization should designate a few representatives responsible for opening cases with Clear Skye, and receiving maintenance information. They should have the appropriate technical skills and system level access to work with Clear Skye Support Engineers in resolving open issues. These Company contacts will be your interface to Clear Skye Support, and should be notified of all issues that surface within your organization. They will relay issues to Clear Skye Support as necessary.

Be prepared to provide the following information:

- Your name, company name, email address and telephone number with extension
- Case number (if applicable)
- Product name, release level, and any maintenance/ patches applied to the product

Logging a Case

Any information you can provide regarding the issue you are experiencing could have a significant impact on how fast the issue is diagnosed and resolved. You will be asked to provide the following information:

- Issue description, impact on your system and business operations, issue priority, and the exact text of error messages and diagnostic details.
- Screenshots, logs and related information
- Steps to reproduce the problem, known workarounds
- Contact number where you can be reached
- Best time to reach you, and contact method (i.e. email/phone)

Submitting a Support Case

Clear Skye utilizes the ServiceNow Customer Service Management module to track and manage cases. All cases must be submitted online using the Customer Portal.

Customer Portal

You can open a case using a web browser by visiting: <https://connect.clearsky.com/>

Please enter all data into the form, providing as much detail as possible when opening a case. Upon submitting the case you will receive an electronic confirmation with a unique case number sent to your email address. You will also be able to see the case in the open cases list.

A Clear Skye representative will contact you by phone and/or email (or a combination of communication mediums) as appropriate during the resolution process.

Feature and Enhancement Requests

Feature and enhancement requests may be submitted directly to Clear Skye product management using the [Ideas Portal](#). Clear Skye support may convert a case to an Idea (and subsequently close the case) if it is determined to be a feature or enhancement request.

Support Availability:

Americas	Europe, UKI, Middle East & Africa	Asia Pacific
8 AM – 8 PM Central Time Monday - Friday	8 AM – 8 PM Central European Time Monday - Friday	8 AM to 8 PM Australian Central Time Monday - Friday

Clear Skye Customers are entitled to support during the hours listed above for the region in which the ServiceNow data center in which Clear Skye IGA is installed resides.

Priority

Case Priorities are derived from a standard set of Urgency and Impact definitions, which are selected during the case submission process in accordance with the definitions.

Impact:

Low:

- A minimal number of staff are affected and / or able to deliver an acceptable service but doing so requires extra effort
- Clear Skye is operational, but its functionality is affected; a workaround is available and acceptable
- There is a reasonable and practical circumvention so that the affected functions can continue with minimal loss of efficiency or functionality

Medium:

- A moderate number of staff are affected and / or not able to do their job properly.
- Clear Skye is operational, but its functionality is seriously affected; implementing a workaround is time consuming and will adversely affect licensee's business
- There are no known reasonable and practical circumventions so that the affected functions can continue with minimal loss of efficiency or functionality

High:

- A large number of staff are affected and / or not able to do their job.
- Clear Skye is not operational or performance is severely degraded, and implementing a workaround is not possible. Functionality is unavailable or adversely affected to the point that licensee cannot perform critical functions

Urgency:

Low:

- The impact of the Incident only marginally increases over time
- Any work that cannot be completed by staff is not time sensitive

Medium:

- The impact caused by the Incident increases considerably over time
- A single user with VIP status is affected

High:

- The impact caused by the Incident increases rapidly
- Work that cannot be completed by staff is highly time sensitive
- A minor incident can be prevent from becoming a major incident by acting immediately
- Several users with VIP status are affected

Priority

Priority		
Impact	Urgency	Priority
1 – High	1 – High	1 - Critical
1 – High	2 – Medium	2 - High
1 – High	3 – Low	3 - Moderate
2 – Medium	1 – High	2 - High
2 – Medium	2 – Medium	3- Moderate
2 – Medium	3 – Low	4 - Low
3 – Low	1 – High	3 - Moderate
3 – Low	2 – Medium	3 - Low
3 – Low	3 – Low	5 - Low

Clear Skye reserves the right to update Impact, Urgency and Priority definitions from time-to-time, as required to ensure the highest quality support service. P1 and P2 designations apply only to the Production instance.

SLA

Priority	Target Standard Response SLA	Relief Goals
Priority 1 (P1)	2 business hours	Resolution or acceptable workaround within 2 business days
Priority 2 (P2)	4 business hours	Resolution or acceptable workaround within 7 business days
Priority 3 (P3)	8 business hours	Resolution or acceptable workaround within 14 business days

Priority 4 (P4)	24 business hours	Will be resolved within a reasonable amount of time (typically as part of the standard Clear Skye release process)
Priority 5 (P5)	48 business hours	No relief goals exist; information about the incident is captured and relayed to Clear Skye Product Management for possible inclusion in the Roadmap or reference to documentation is made in response to a question.

Relief Goals

Relief Goals describe the target time for Clear Skye to provide a resolution of an issue.

Issue Resolution

Clear Skye Support provides trained resources to research and resolve issues on a timely basis. While an issue is open, the support team will keep you informed of the resolution status, and will notify you when a reported issue has been resolved. If at any point during the resolution process, you become dissatisfied with the handling of your issue, simply contact the case owner and request an escalation. This allows us to understand your concerns and adjust resources if necessary.

Clear Skye's top priority is customer satisfaction, so we will make three attempts, on separate business days, to contact you for updates or information on an open case. If we are unable to contact you, we will place the case into a 'resolved state' for seven days, after which we will close the case. If the issue continues to exist, you may open a new case and reference the old one.

Resolution of a support case can include any of the following actions:

- Software that provides a fix for the problem (case closed)
- Permanent business or system workaround (case closed)
- Temporary business or system workaround (case priority level is reduced)
- Action plan for the development of a fix or workaround: milestones and dependencies are set, communicated, and tracked (case priority level might be changed)
- Issue is a customer-specific customization or enhancement, and is not covered under maintenance (customer notification, case closed)
- Customer is non-responsive (case closed)

Pending Status Definitions

Sometimes a case reaches a point where further progress towards resolution is dependent on an event or action taking place to enable further progress. Clear Skye uses the following Pending Statuses to facilitate common understanding of the status of a case:

- Pending Customer Upgrade - Issue resolved in release of Clear Skye products which is now available from the ServiceNow Store. Awaiting customer upgrade.
- Pending Hotfix - Issue is of such severity that a hotfix is expected. Awaiting release of hotfix to provide to the customer.
- Pending Release - Issue resolved in a release of Clear Skye products which is not yet available from the ServiceNow Store. When this is selected we will indicate which release the resolution is included in.

- Pending Customer Response – We are waiting for information from the customer, without which we cannot progress towards resolution of the case.
- Pending Customer Action – The customer needs to take an action before Clear Skye can continue to progress the case towards resolution. Actions might include, for example, testing, making a change to the environment, applying a hotfix, working with a 3rd party vendor, or opening a Hi ticket with ServiceNow.

Important Notes:

Technical support does not perform or maintain customizations. The design, development and maintenance of customizations to our products is your responsibility. Assistance from support will be limited to helping ensure that the product's functionality, which enables the addition of customizations, is functioning as expected. Alternatively, you may obtain guidance through our Product Documentation or the Support Knowledge Base available on the Support Portal.

A customization includes functionality and configurations added to a Clear Skye Product that is not provided as part of the core product release or was designed, built, and implemented by Clear Skye services, and, as such, would be outside the scope of normal support and maintenance. Customizations can include new or modified scripts used within or alongside our products as well as additional functionality, such as custom reports, dashboards, rules and automated actions, developed by you or a partner acting on your behalf.

Expert Services consulting is available to provide advice and guidance should you elect to develop customizations, at additional cost.

Support inquiries unsupported versions of Clear Skye products will be addressed on a reasonable effort basis and may require upgrades or, in some cases, purchase of services.

Application Lifecycle Support Policy

Clear Skye plans for no more than 2 new feature releases in a calendar year.

Staying current by upgrading to new releases is important. Staying current enables you to take full advantage of innovations made available through our releases, deploy new capabilities, and get the highest levels of security, availability, and performance. Our current policy is to support most recent and the immediately previous 2 releases (N minus 2).

For example, When Clear Skye IGA 5.0x is Generally Available, Clear Skye IGA 4.4x and 4.3x will continue to be supported. Earlier versions (pre-4.3) will no longer be supported.

Clear Skye follows ServiceNow guidelines for support of the ServiceNow platform. When ServiceNow discontinues support for a platform version, Clear Skye discontinues support for that platform version as well.

Third Party Support

We will assist you in problem analysis to determine whether the issue is caused by third party software or hardware. In order to isolate the problem and if we believe we have reason, we may ask you to temporarily remove third party software or hardware product.

If it is impossible to identify the cause of the problem we may ask you to open support case with third party vendor support organization.

Disclaimers

Clear Skye does not receive or store any Customer data. Customer is responsible for creating and storing any backups of data. Clear Skye will have no liability for loss or recovery of data. The following activities, services, damages, or errors are not covered by this Support Description. Clear Skye, in its sole discretion, may offer Customer the option for Clear Skye to address these issues per Clear Skye's then current time and materials rates:

- any errors in function or performance due to the combination of Application with any software, hardware or other product not supplied by Clear Skye other than the versions of the core ServiceNow® software with which the Application is designed to operate;
- damages or errors resulting from misuse, accident, casualty, or abuse or failure to follow instructions set forth in the applicable documentation; and
- damages or errors resulting from criminal acts of third parties, war, viruses, epidemics or other public health circumstances, government actions, acts of public enemies, severe weather conditions, strikes or other labor disturbances, fires, floods, tornados, or hurricanes other disasters, other acts of God, unforeseeable acts of employees, interruption of utilities, telecommunication or Internet service, or any causes of like or different kind beyond any reasonable control of Clear Skye or its authorized service providers.