Training and Support

Describe how your product handles Training and Support.

The following items are considered required specifications. These items should be native to the system reflected in your response to the RFP at Cost Item P.1.1. Please indicate the procedure and ability of the platform to:

- Train users, including administrators, instructors, and students.

- Provide searchable self-service documentation in online format.

- Provide 24/7 user support via chat, phone, or email.

- Provide a mechanism to publish and notify customers of planned maintenance schedule which includes feature upgrades and enhancements.

- Provide a status page with current and historic outage information.

- Allow Georgia Tech to request enhancements to hosted platform and provide input on product roadmap.

- Provide a defined support escalation path to vendor or to Georgia Tech.

- Allow Georgia Tech support staff to receive written notification of all Georgia Tech-related trouble tickets with response history, including acknowledgement, status, and problem description.

- Provide supplier customer support policy for user-submitted support requests to include information about acknowledgment, response times, escalation policies, method to communicate problem resolution and hours of operation.

The following items are considered preferred specifications. For each of the following items, describe whether each feature/requirement:
- **Is native to the system reflected in your response to the RFP at Cost Item P.1.1,**
- **Requires additional licenses as reflected in your response to the RFP at Cost Item P.1.3.**

Please indicate the procedure and ability of the platform to:

- State supplier's process for allowing Georgia Tech the ability to stage/roll release upgrades that affect user interface changes (control over release timing).
- Provide Georgia Tech with programmatic access to error and access logs.
- Provide system administrators access to log in to the platform as users to view and troubleshoot issues. All such occurrences of logging in as another user must be logged.
- Allow instructors a view of their course from the perspective of a specific student enrolled in their course. All such occurrences must be logged.
- Provide system administrators access to merge users' multiple accounts.
- Allow Georgia Tech support staff access to upstream support tickets, including acknowledgment, assignments, status, problem description, and resolution.
- Allow the supplier to communicate support in common business language to global users.
- Allow the supplier to provide a mechanism to receive and request customer feedback and publish metrics to Georgia Tech.