

Service Level Document For: ReportBeam User Agencies

Purpose

The purpose of this Service Level Document (SLD) is to outline maintenance services/support available to agencies receiving the ReportBeam software from the South Carolina Department of Public Safety (hereinafter, SCDPS). Maintenance/support from SCDPS is only available for issues related to the ReportBeam software.

Maintenance/support from SCDPS is not applicable to any and all invehicle equipment provided to agencies by SCDPS to be used with the South Carolina Collision and Ticket Tracking System (SCCATTS). Support of this equipment is the responsibility of the agencies to which it is provided.

MAINTENANCE/SUPPORT SERVICES The following services are available from SCDPS to the agencies receiving and using ReportBeam software:

- 1) **TRAINING** – SCDPS Office of Highway Safety (OHS) staff will provide a training course on the proper use of the ReportBeam software. Training is provided in a train-the-trainer format in order to assist user agencies in successfully deploying the provided software.
- 2) **TECHNICAL ASSISTANCE** – SCDPS OHS staff are available, on a limited basis, to provide technical assistance to ReportBeam users. This technical assistance includes user setup, answers for operational questions/issues, and troubleshooting for application errors/issues. Should OHS staff not be able to answer questions/concerns of ReportBeam users, the OHS staff will secure assistance from the ReportBeam vendor (Visual Statement) to resolve any ReportBeam user issues, or will assist the user agencies' Information Technology Department in resolving problems.
- 3) **NEW APPLICATIONS** ReportBeam Server and Client software updates will be implemented as they become available, with advance notification provided by SCDPS to ReportBeam user agencies. Changes to the inventory of functions supported will be reviewed on a regular basis, and if need be, changes to the SLD will be provided to user agencies.

Maintenance/Support Schedule

Help Desks	Hours	Contact
Office of Highway Safety	8:30 a.m. – 5 p.m., EST, Monday – Friday (After hours, leave a voice message for a return call the following business day.)	18038969940 sccatts@scdps.gov
Visual Statement	8:30 a.m. – 5 p.m., PST, Monday – Friday (After hours, leave a voice message for a return call the following business day.)	18888280383