campusM Support / Services
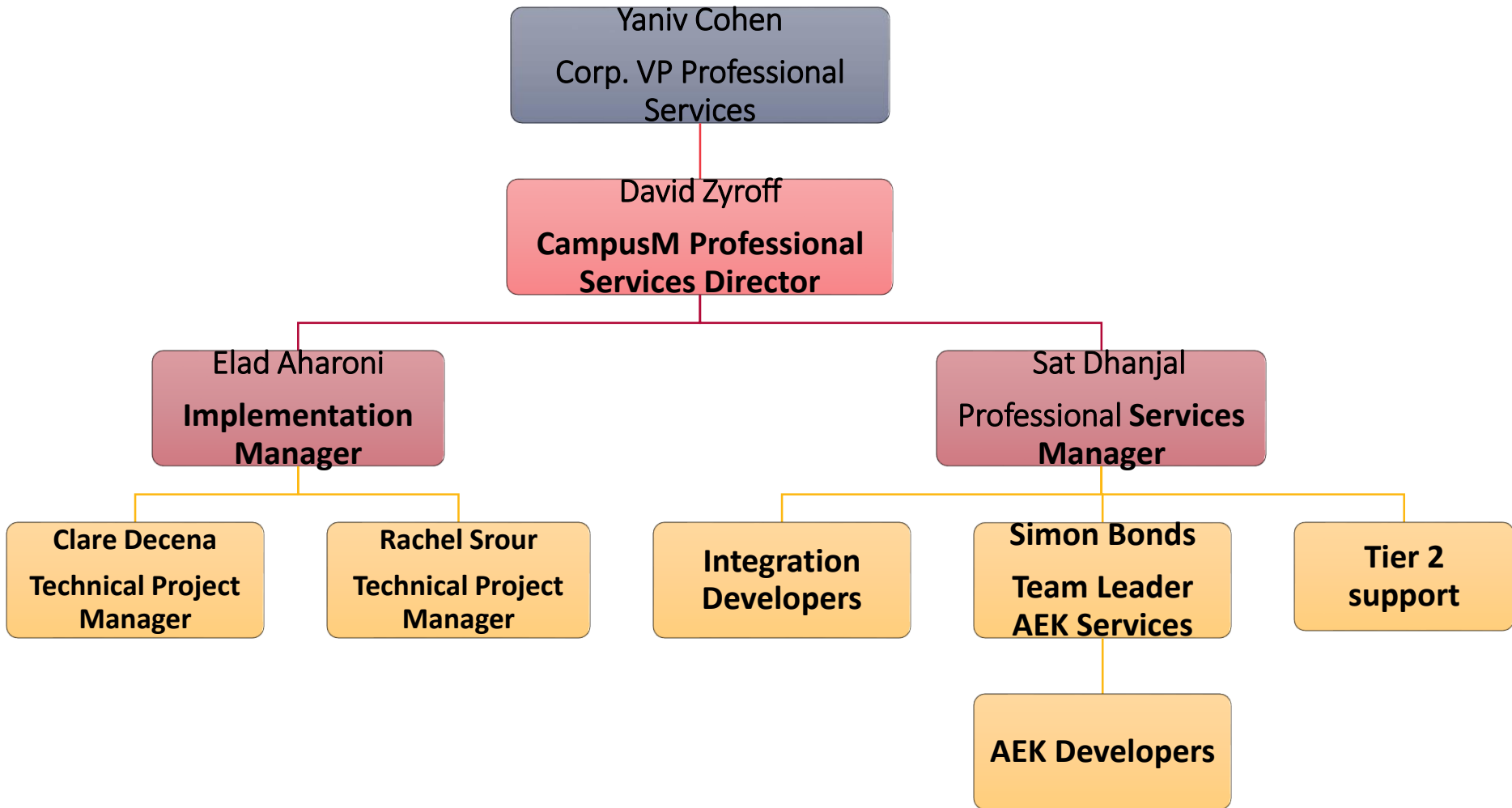
campusM User Group Meeting
Sydney, Australia

Feb 28, 2018

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a ProQuest Company

campusM Services

Yaniv Cohen
Corp. VP Professional Services

David Zyroff
CampusM Professional Services Director

Elad Aharoni
Implementation Manager

Sat Dhanjal
Professional **Services Manager**

Clare Decena
Technical Project Manager

Rachel Srour
Technical Project Manager

Integration Developers

**Simon Bonds
Team Leader AEK Services**

Tier 2 support

AEK Developers

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campusM Growing Knowledge Resources

Knowledge Center	Developer Network	Training
Ask the Expert	**Status Page (Cloud)**	**Idea Exchange**

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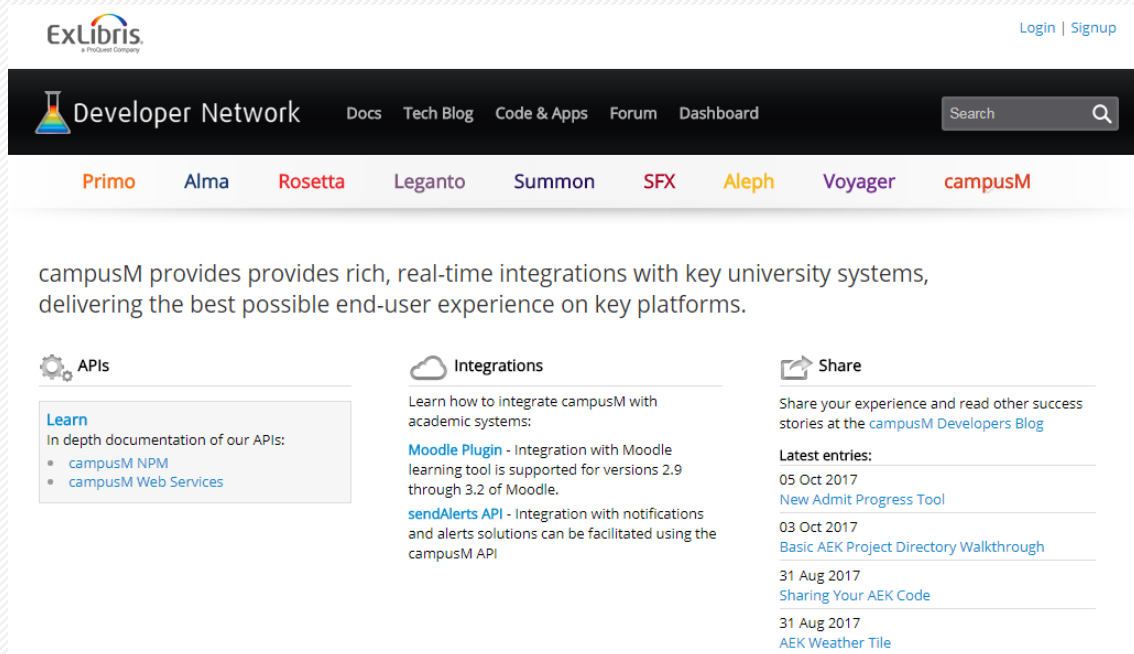# Ex Libris Knowledge Center (CKC)

A valuable reference site for: product documentation, training, release notes and knowledge articles. Accessible as a quick link from within App Manager

https://knowledge.exlibrisgroup.com/campusM

Developer Network

Useful information for developers, including useful resources for APIs and integrations with campusM

https://developers.exlibrisgroup.com/campusm

Status Page

Allows you to register to alerts and scheduled maintenance notices on the campusM hosting environment

http://status.exlibrisgroup.com/

Ex Libris Idea Exchange

Allows users to share, support, and discuss ideas with the Ex Libris user community. Anyone can participate by providing your name and an institutional email address

http://ideas.exlibrisgroup.com/

Email Preferences

Subscribe to Product-specific notifications for Ex Libris products

- Product News, Upcoming Release info

- Release install date notices & maintenance Alerts from the Ex Libris System Status Page

Subscribe to Ex Libris News & Info Notifications

- Articles – targeted notifications to highlight valuable & timely knowledge articles & documentation

- Messages to Ex Libris customers – notifications from Support about holiday hours

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Email Preferences

Logout

Logged in as Ex Libris/PQWS Customer (eproduct1212@sf.com

Cases   Search Cases   KB Items   Publish   Account Assets   **Email Preferences**

Messages and Alerts

Link to Salesforce documentation

Escalation policy

Contact us

Welcome, Ex Libris/PQWS Customer

My Profile | Logout

Search

Search All ▼

Go!

Advanced Search...

Recent Items

- 00232080
- 00232079
- 00223079
- 00203153

Email Preferences

Dear Ex Libris/PQWS,
In this page you can manage your email preferences and subscribe to relevant mailing lists. Personal details, such as email address, can be edited under My Profile.

Available Mailing Lists

☐ Select All

Product Specific Support Messages ⓘ

- ☐ Aleph
- ☐ Alma
- ☐ CampusM
- ☐ DigiTool
- ☐ MetaLib
- ☐ PC via Primo
- ☐ Primo (includes subscription to corresponding System Status Page notifications)
- ☐ SFX
- ☐ SFX KB
- ☐ Voyager

Ex Libris News and Information

- ☐ Articles
- ☐ Messages for Ex Libris customers (e.g. availability of local offices during holidays, etc.)

Save

campusM Key Initiatives Aiding Support

Fix Dates & Releases

Proactive Monitors

Tiered Coverage

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Multi-Tiered Support (including 24x7)

Help clients resolve critical issues, obtain product knowledge, and develop in-house skills to manage their campusM environment

LOCAL

Regional support is available during normal business hours and acts as a customer helpdesk

HQ

Supporting IT technical issues which could not have been resolved by tier 1 (local) support

24x7

Monitoring the data centers and can be used for system down and urgent issues only

http://knowledge.exlibrisgroup.com/Cross-Product/Knowledge_Articles/Escalation_Policy

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Support coverage for existing and new integrations

Change requests for existing integrations 10 working days, and for new user experience or new integration 4 weeks lead time

campusM Support Coverage

Type of Request / Report	Description	SLA
Queries and defect / issue reports	This type of standard support area covers issues and queries related to the campusM application / Web portal and the integration to systems delivered as part of work originally delivered by Ex Libris.	Per SLA noted above
Change request (Standard): User experience	Standard change requests to the originally delivered fully branded campusM app / Web portal user experience occur from time-to-time and are supported by Ex Libris up to **once / month**. Examples include changes to colors, images, text/labels and icon sizes.	10 business day lead time from request to delivery (necessitates any relevant pre-requisites be provided by customer)
Change request (Standard): Existing integrations	Standard change requests to the originally delivered campusM app / Web portal integrated systems occur from time-to-time and are supported by Ex Libris up to **once/ month**. Example includes swapping out an existing API URL for an existing back-end system, for when a University system/hostname changes, but while the back-end system itself is not changing.	10 business day lead time from request to delivery (necessitates any relevant pre-requisites be provided by customer)
Change request (Advanced): Existing integrations	Advanced change requests to the originally delivered campusM app / Web portal integrated systems occur from time-to-time and are supported by Ex Libris up to **once / quarter**.	10 business days from agreed scope to delivery (necessitates any relevant pre-requisites be

_https://knowledge.exlibrisgroup.com/campusM/Product_Materials/
Overview_Materials/campusM_Support_Overview_

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Support Escalation Paths

Support is handled via Salesforce cases, including 24/7 Hub support for System / Component down

Escalation Order	Contact Person
1st	**campusM Escalations** campusm-escalations@exlibrisgroup.com
2nd	**Sat Dhanjal,** Services Manager, campusM Sat.Dhanjal@exlibrisgroup.com
3rd	**David Zyroff,** Director of Global Services, campusM David.Zyroff@exlibrisgroup.com
4th	**Ido Peled**, Corp. VP Mobile Campus Solutions, campus Ido.Peled@exlibrisgroup.com

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Thank You

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