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# Technical Assistance for “A Smart Network for Technology Transfer and Commercialisation with Funnel Model (SMARTNET)”

Contract No: TR14C2.2.05-04/001

EUROPEAID/140284/IH/SER/TR

**MAINTENANCE PLAN (MP)  
AND THE HELP DESK PLATFORM (HD)**

26.06.2023

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Transfer and Commercialisation with Funnel Model  
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## Document Control and Approval Sheet

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### DISCLAIMER

This document has been produced with the technical assistance of the European Union under Technical Assistance for “A Smart Network for Technology Transfer and Commercialisation with Funnel Model (SMARTNET)” Project, Türkiye. Service Contract Number: “EUROPEAID/140284/IH/SER/TR”.

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## LIST of ABBREVIATIONS

<b>CA</b>	Contracting Authority
<b>CISOP</b>	Competitiveness and Innovation Sector Operational Programme
<b>ERA</b>	End Recipient of Assistance (Beneficiary)
<b>EUD</b>	Delegation of the European Union to Türkiye
<b>GTU</b>	Gebze Technical University
<b>HD</b>	Help Desk
<b>HKU</b>	Hasan Kalyoncu University
<b>ICT</b>	Information and Communication Technologies
<b>IT</b>	Information Technologies
<b>ITU</b>	Istanbul Technical University
<b>KE</b>	Key Expert
<b>MIS</b>	Management Information System
<b>MoIT/DoEUFP</b>	Ministry of Industry and Technology Directorate of EU Financial Programmes
<b>MP</b>	Maintenance Plan
<b>MSR</b>	Monthly Service Report
<b>OCU</b>	Operation Coordination Unit
<b>OCUD</b>	Operation Coordination Unit Director
<b>OS</b>	Operating Structure
<b>RCOP</b>	Regional Competitiveness Operational Programme
<b>SAP</b>	Software Assurance (Warranty) Period
<b>TA</b>	Technical Assistance
<b>TAT</b>	Technical Assistance Team
<b>TDZ</b>	Technology Development Zone
<b>ToR</b>	Terms of Reference
<b>TTI</b>	Technology Transfer Intermediary
<b>TTO</b>	Technology Transfer Office
<b>UAT</b>	User Acceptance Testing
<b>YTU</b>	Yıldız Technical University

## 1. INTRODUCTION

Under Component I of the **A Smart Network for Technology Transfer and Commercialisation with Funnel Model (SMARTNET)** project, one of the primary activities is **Activity 1. Establishment of TTI Network and Development of Institutional Infrastructure** which aims to establish and operationalize **SMARTNET** by delivering training, mentoring/consulting and fundraising services to the target groups for supporting them to commercialize their technology-oriented business ideas.

**Activity A.1.1. Development of TTI Network Software Platform** focuses on the design, development, and operationalisation of the **SMARTNET Artificial Intelligence Based TTI Network Software Platform (SMARTNET Platform)**.

The **Smartnet MIS Platform** is designed as a web-based Management Information System (MIS) to serve as a comprehensive commercialization automation software and AI supported management decision support system. It aims to facilitate the coordination of technology transfer and commercialization activities while enabling efficient information flow among various stakeholders within the network. The platform consists of a set of modules tailored to address specific needs and provides a robust framework for managing and streamlining key aspects of the commercialization process.

The Smartnet MIS Platform offers a range of functionalities to support the ecosystem of Technology Transfer Intermediaries (TTIs) and stakeholders involved in entrepreneurship, mentoring, investment, and intellectual property management. By leveraging integration web services, artificial intelligence, and decision support capabilities, the platform enables seamless collaboration, data exchange, and informed decision-making.

After the full deployment of the SMARTNET Platform on **May 26, 2023**, the **Software Assurance (Warranty) Period (SAP)** has started. The Contractor hereby pledges to provide two years of software assurance and support to address any potential issues, bugs, or defects in the SMARTNET Platform.

This Maintenance Plan (MP) and Help Desk (HD) document outlines the strategies, procedures, and responsibilities for maintaining and supporting the SMARTNET Platform during the Software Assurance (Warranty) Period outlining the details of the robust maintenance process aimed to ensure the platform's continued efficiency, stability, and performance.

The Consultant's approach to the SAP is consisted of the following three-pillars:

1. **Help Desk and Support Line:** Our Help Desk will serve as the first point of contact for stakeholders and users experiencing incidents or requiring assistance. Our support staff is committed to promptly addressing and resolving any queries or issues.
2. **Support Process:** As issues, defects, or corrections are identified or reported, our Support Process ensures that appropriate updates and fixes are promptly implemented to keep the platform in optimal condition.
3. **Monthly Service Reports:** Transparency and accountability are integral to our maintenance approach. As part of our commitment, we will provide regular Monthly Service Reports to ERA, detailing the status of support activities, response times, resolutions, and ongoing enhancements.

## 2. HELP DESK (HD) AND SUPPORT LINE

As the Consultant, we take pride in providing top-level support and assistance to ensure a seamless and efficient experience for all stakeholders of the platform. In this respect we have set up a dedicated Help Desk (HD) and Support Line to address any incidents, inquiries, or requests that may arise during the users interaction with the SMARTNET Platform.

Key Features of our Help Desk and Support Line are:

1. **Timely Response:** We understand the importance of rapid response times when it comes to resolving critical issues. Our Help Desk therefore offers a **phone hot-line** to ensure handling of support requests promptly, ensuring that urgent matters are attended to with the highest priority.
2. **Expert Support:** Our support team also includes members from the the **core IT Team** who were responsible for the development of, therefore have in-depth knowledge of the SMARTNET Platform. They are well-versed in troubleshooting and problem-solving, providing effective solutions tailored to the users specific needs.
3. **Problem Management:** As will be detailed in the next section we have adopted a proactive approach and a robust maintenance process to cover our ticket management. Any reported issues or defects are thoroughly analyzed, and corrective measures are taken promptly to ensure that the SMARTNET Platform remains fully operational and optimized.
4. **User-Friendly Interface:** Our support system is designed with user convenience in mind. Submitting support tickets and accessing assistance is simple and straightforward, allowing SMARTNET Platform users and stakeholders to seek help effortlessly.
5. **Escalation Process:** While as the Consultant, we strive to resolve all issues promptly, we recognize that some matters may require further attention. Our escalation process ensures that any critical concerns are promptly elevated to the appropriate members of the team with adequate technical expertise level for immediate resolution.
6. **Monthly Service Reports:** To maintain transparency and keep the stakeholders informed, we will provide Monthly Service Reports (MSR) that outline the status of support activities, response times, resolutions, and ongoing improvements thereby ensuring ERA to track track our performance and the platform's stability.

### ***How to Reach our Help Desk and Support Line:***

To raise a support ticket or report an incident, a user can simply access the SMARTNET Platform and navigate to the Help Desk section. Here, they can submit a detailed description of the issue along with file attachments, enabling our team to understand and address it effectively. For urgent matters, the users can reach our Support Line directly by phone allowing our support staff to assist with immediate attention.

In case of non-urgent inquiries or general questions, the users can also reach us via email, and we will respond promptly to provide the information they need.

Currently the Help Desk can be reached 24/7 by sending a mail to **support@swanleuco.com** for non-urgent matters and queries. For urgent matters or critical functionality defects, our phone support line is **+90 (553) 328 81 69** with our committed Help Desk dispatcher on the line to resolve issues promptly.

After the commencement of the Calls for Mentors and Entrepreneurs (indicatively in September 2023), an integrated module for ticket processing will also be made available in the SMARTNET Platform which will provide an User-Friendly interface providing user convenience where the users can submit their support tickets and access assistance in a more simple and straightforward manner.

### 3. SUPPORT PROCESS

The support service process is initiated when ERA or any stakeholders raise a support ticket to the Contractor for assistance. This ticket may represent an incident, a request for enhancements, or the identification of a problem. During the warranty phase, where the platform is under comprehensive coverage, reported incidents, problems, or defects are given utmost priority for rapid response and resolution.

To efficiently monitor the maintenance service and support workflow, the Contractor will prepare and submit Monthly Service Reports to ERA during the warranty period. These reports will offer a comprehensive overview of the support activities, response times, and problem resolutions, allowing ERA to assess the platform’s stability and performance.

#### 3.1 Ticket Triage Strategy

The Help Desk dispatcher, serving as the single point of contact, diligently reviews and categorizes all incoming support tickets. The Consultant foresees tickets to be encountered in one of the following five key scenarios:

1. **Incorrectly Assigned:** The ticket refers to a product or IT service not related to the SMARTNET Platform or within the Contractor’s responsibility or domain.
2. **Defect:** An issue is reported, such as an incident or a problem, concerning the SMARTNET Platform's functionalities.
3. **Requirement:** A new requirement or functional change request is conveyed, seeking further improvements or enhancements to the platform.
4. **User Question:** Users seek clarification or assistance regarding the SMARTNET Platform’s usage or encounter challenges due to insufficient understanding of its functionalities.
5. **Troubleshoot:** An unplanned interruption or degradation in the quality of the SMARTNET Platform is reported, but the root cause remains unclear.

The Help Desk dispatcher investigates the ticket in terms of the following six-criteria:

- i. What is the ticket priority?
- ii. Note the response and resolution target time depend on the ticket priority.
- iii. Is the ticket referring to the SMARTNET Platform under the Contractor’s responsibility?
- iv. Is the description of the ticket sufficiently described?
- v. Is there a known resolution or work around?
- vi. Is the issue described caused by a defect in the code?



The Help Desk dispatcher will meticulously assess each ticket, considering its priority, relevance to the SMARTNET Platform, level of description, existence of known resolutions or workarounds, and whether the issue is attributed to a code defect.

As part of this process, the dispatcher classifies the ticket’s priority, which determines the response and resolution target time based on its urgency and severity. The support team then proceeds to validate the ticket’s content, ensuring that it pertains to the SMARTNET Platform within the Contractor’s scope. If required, the dispatcher the dispatcher will assign a ticket to the ERA, the IT team or another member of the TAT for follow-up.

### 3.2 Ticket Processing

Once the ticket is assigned, it will be processed according to it’s above highlighted scenario:

1. **Scenario 3 (Requirement):** If the ticket corresponds to a request for new features or functional changes, the Contractor will carefully assess its feasibility and significance. The ticket is then assigned to ERA for thorough evaluation and approval. If both parties agree on the request, ERA will proceed accordingly, and the process comes to an end. In case the ticket is identified as a defect, the Contractor follows the steps outlined below. In the event of disagreement, ERA reserves the right to make the final decision.
2. **Scenario 5 (Troubleshoot):** When the ticket involves troubleshooting and root cause analysis, the Contractor collaborates closely with ERA to identify the underlying cause of the issue. Telephone conferences or meetings may be scheduled to facilitate this collaborative effort.
3. **Scenario 1 (Incorrectly Assigned) or 4 (User Question):** If the ticket is categorized as “Incorrectly Assigned” or “User Question”, the Contractor updates the ticket with relevant information, such as resolution steps, feedback, workaround instructions, or reasons for reassignment.
4. **Scenario 2 (Defect):** If the ticket indicates a potential defect, the Contractor acknowledges it accordingly and proceeds to log a new defect work item. The Contractor estimates the severity and complexity of the defect for appropriate prioritization:

Severity:	Characteristics:
Critical severity	The defect has a major impact on the correct behaviour of critical functionality or critical data. Prevents execution of a business process/ function and there is no workaround.
High severity	The defect has a major impact on the correct behaviour of major functionality or major data. Requires considerable extra work/time to execute process/ function or the results are not adequate.
Medium severity	The defect has an impact on the correct behaviour of minor functionality or noncritical data. It has a work-around. Requires extra work/ time that can be coped with and doesn’t significantly impact results.
Low severity	The defect does not affect functionality or data. It may not even need a workaround. It does not impact productivity or efficiency.

The defect estimation process takes into account the estimated time required for fixing the defect and its complexity concerning testing:

Estimation:	Characteristics:
Low effort	<p><b>Implementation:</b> Trivial or low effort fix that can typically be implemented (excl. testing and releasing) in less than one hour.</p> <p><b>Cause:</b> Known.</p> <p><b>Affected area(s):</b> One specific area and the fix is not expected to have any side effects.</p> <p><b>Testing:</b> The verification of the bug is straight forward.</p>
Medium effort	<p><b>Implementation:</b> Medium effort that can typically be implemented (excl. testing and releasing) in less than one day.</p> <p><b>Cause:</b> May not be known and sometime will be needed for investigation/ troubleshooting.</p> <p><b>Affected area(s):</b> One or more areas and the fix can have side effects in other parts of the application/product, or in other systems that the application/product integrates with.</p> <p><b>Testing:</b> The verification of the bug typically needs regression testing in the area(s) affected.</p>
High effort	<p><b>Implementation:</b> Large effort and may require significant refactoring of the code base and will typically need several days for implementation (excl. testing and releasing).</p> <p><b>Cause:</b> May not be known and sometime will be needed for investigation / troubleshooting.</p> <p><b>Affected area(s):</b> Typically, more than one area and the fix can have side effects in other parts of the application/product, or in other systems that the application/product integrates with.</p> <p><b>Testing:</b> The verification of the bug typically needs regression testing of all areas affected / whole application/product component.</p>

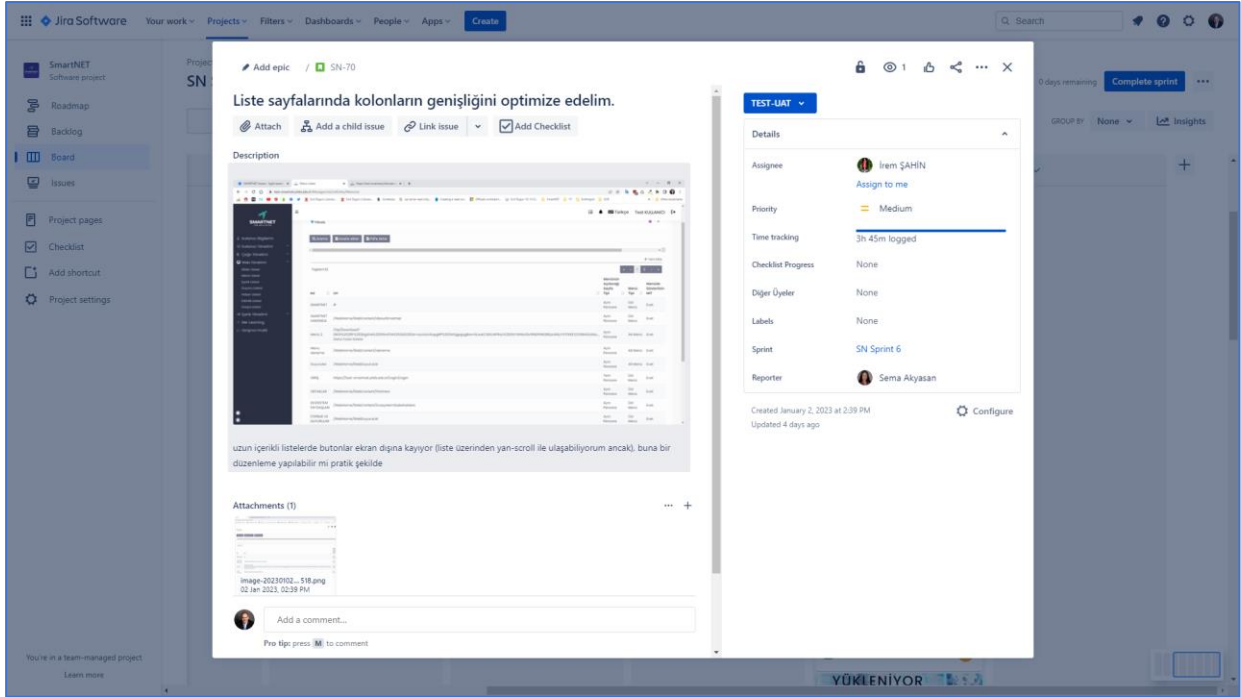
**Defect Validation**

In case of disagreement between the Contractor’s proposal of severity and estimation and ERA’s assessment, the matter is promptly raised for discussion and alignment. In the interest of maintaining a smooth workflow, if an agreement cannot be reached at the operational level, ERA’s position will prevail to avoid hindering the continuous process. However, the Contractor has the option to escalate the case via e-mail (Escalation Request) to the next Monthly Management Meeting to seek a final resolution on severity and estimation.

**Defect Fixing**

Upon proper assessment, the Contractor proceeds to fix the defect and thoroughly tests the SMARTNET Platform before packaging and testing the release. Deliverables are submitted to ERA for review and acceptance within five (5) working days for Low Effort issues, seven (7) working days for Medium Effort

and fourteen (14) working days for High Effort issues. During this acceptance process, ERA verifies compliance with established guidelines, standards, and policies, and provides feedback to the Contractor for any necessary updates or refinements thru the JIRA tool per our established User Acceptance Testing (UAT) procedures.



*JIRA will be employed per UAT procedures in Defect Fixing*

#### 4. MONTHLY SERVICE REPORTS

Monthly Service Reports (MSR) play a crucial role in our commitment to transparency, accountability, and continuous improvement in our support and maintenance services for the SMARTNET Platform. These reports serve as a comprehensive overview of the support activities and performance metrics over a monthly period. They provide valuable insights into the platform's stability, responsiveness, and overall user satisfaction, allowing ERA and stakeholders to make informed decisions and ensure the platform's operation and performance.

Indicative Key Components of Monthly Service Reports will be as follows:

##### **1. Incident Management Overview:**

The MSR includes a detailed account of all incidents, inquiries, and requests received during the month. Each ticket is categorized based on its nature, such as incidents, problems, or user queries. The report presents a breakdown of the number of tickets opened, resolved, and pending, along with their respective priorities and response times. For defects, JIRA Issue references will also be provided.

##### **2. Response and Resolution Times:**

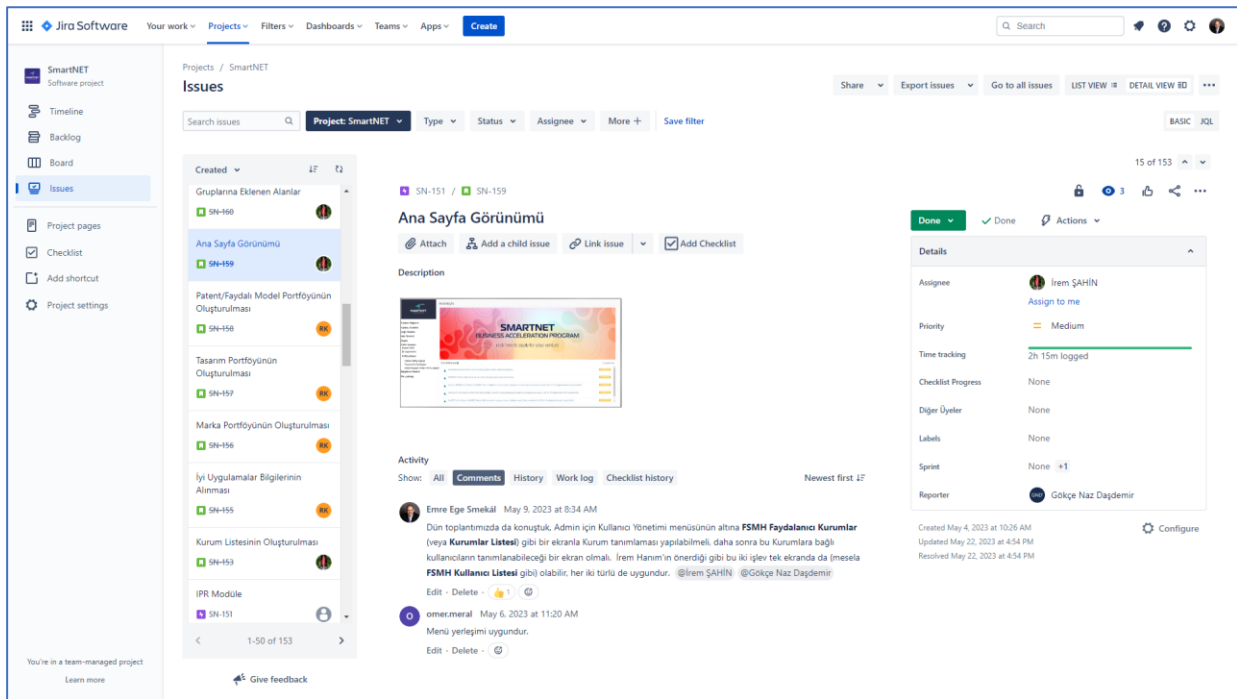
The MSR will provide the average response time for each ticket category, reflecting our dedication to addressing user concerns promptly. Additionally, it includes the average resolution time, providing a clear indication of how quickly issues are resolved.

### 3. Defect and Problem Trends:

The report will include a comprehensive analysis of defect trends, identifying recurring issues and emerging patterns providing a proactive approach that enables us to take preventive measures and implement targeted improvements to prevent future incidents and enhance platform stability. It also highlights the resolution status of each defect, showcasing our effectiveness in addressing critical issues.

### 4. User Feedback:

User feedback is invaluable in gauging the effectiveness of our support services. Per our User Acceptance Testing (UAT) methodology, the MSR may include JIRA Issue links, where users can provide comments. This feedback is used to measure our performance and continuously enhance the quality of our support.



*JIRA will be employed per UAT procedures and feedback collection*

### 5. Escalation and Critical Incident Analysis:

In the event of critical incidents or unresolved issues requiring escalation, the MSR outlines the actions taken to address these concerns including a Root Cause Analysis for critical incidents, documenting the escalation process and how quickly the matter was resolved.

### 6. Recommendations and Improvements:

The MSR may include recommendations for potential improvements in network, server infrastructure or other ICT services, maintenance processes, and the SMARTNET Platform itself. These recommendations will help ERA make informed decisions on enhancing the platform's performance and user experience.

## 5. RESULTS & CONCLUSION

The Maintenance Plan for the SMARTNET Platform represents our unwavering commitment to deliver an exceptional user experience and maintain the platform's performance at the highest standards. Through regular updates, thorough testing, and responsive support, we aim to ensure that SMARTNET Platform remains a reliable platform for all its stakeholders and users.

In that respect, our dedicated Help Desk (HD) and Support Line, equipped to address any incidents, inquiries, or requests in a prompt and effective manner, are established with a commitment to ensure a seamless and efficient experience for all stakeholders.

To access our Help Desk and Support Line, users can conveniently submit support tickets directly through the SMARTNET Platform's Help Desk section, providing detailed descriptions of issues along with file attachments, facilitating a comprehensive understanding of their concerns and enabling us to address them with the utmost diligence. In cases requiring immediate attention, our phone support line stands ready, ensuring timely and responsive assistance from our dedicated Help Desk dispatcher.

Our support team, that includes core members of the IT Team responsible for the development, possesses in-depth knowledge of the SMARTNET Platform, enables us to effectively address any specific needs, ensuring a smooth and satisfactory resolution of any issues that may arise. By employing a proactive approach and maintaining a robust process to promptly analyze and resolve reported issues and defects, we aim to ensure the platform's continuous operability and optimization.

Transparency and accountability are integral to our service delivery. To this end, we will provide Monthly Service Reports (MSR) that comprehensively outline the status of support activities and ongoing improvements. These reports serve to enable ERA to track our performance and assess the SMARTNET platform's stability, fostering a collaborative environment for continuous improvement.

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