

## **Support Services - Annual Support (OESC04SS02)**

### ***Description***

The Annual Support service provides 24 hour / 7 day remote technical Help Desk for troubleshooting and assistance. This activity also includes the regular provision of software updates and patches to ensure the OpenEMIS system is up to date with the latest fixes and features.

### ***Purpose(s)***

To provide comprehensive and continuous software maintenance and technical support for OpenEMIS

### ***Deliverable(s)***

1. Software Updates
2. 24-hour Help Desk
3. Summary Report on Help Desk Support calls

### ***Duration***

The duration of this activity is 12 months / 365 days.

### ***Location***

The location of this activity is offsite.