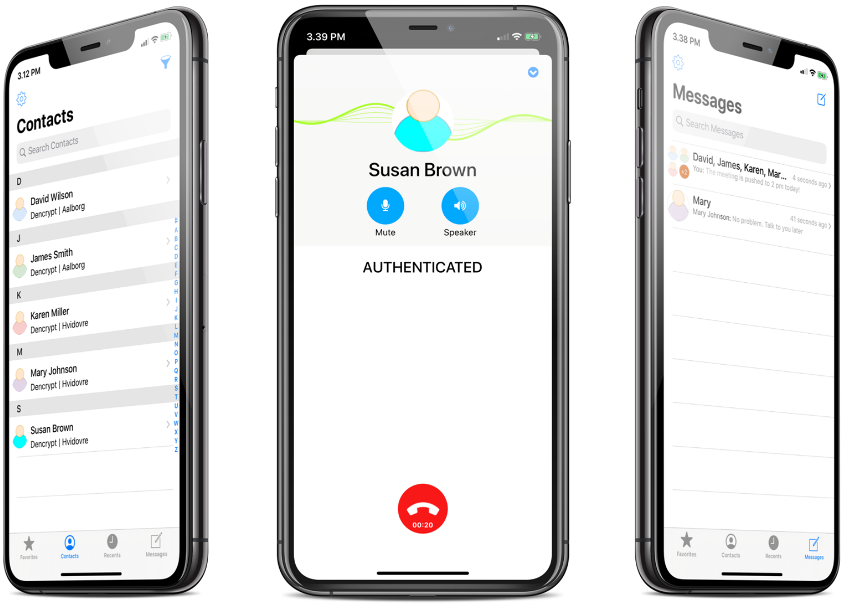
DENCRYPT

Dencrypt Communication Solution

Support Guide

for system administrators

1.2



November 2021

Public

Contents

1 Introduction

This document is intended for administrators of the at the *Dencrypt Communication Solution* and provides instructions for reporting system errors, incidents, risks and service requests to Dencrypt.

The end-users of the Dencrypt application, *Dencrypt Talk, Dencrypt Message, Dencrypt Connect* are expected to report errors and incidents directly to their local system administrator, who may escalate issues to Dencrypt support.

2 Reporting issues

System administrators may report issues and request assistance using the following channels:

Dencrypt Customer Support Portal:	https://servicedesk.dencrypt.dk/servicedesk/customer/portal/1
Dencrypt Servicedesk:	Phone : +45 7211 7911 Email: support@dencrypt.dk Dencrypt Talk, Dencrypt Connect

> Critical issues relating to the security of the system shall only be reported using the Dencrypt Customer Support portal or Dencrypt Talk/Connect,

For issues reported by phone or mail, Dencrypt will create an issue on behalf of the Customer in the Dencrypt Customer Support portal within 24 hours or next coming workday. Status on all issues can be tracked from the portal.

3 Service levels

3.1 Fault catagories

Dencrypt applies three categories of faults (1), which applies to incidents, problems and service requests, and which determines the issue priority.

Table 1: Fault categories

Fault	Definition	Priority
Fault cat. 1	Fault, which is critical to the performance or security of the system and which prevents or significantly hampers system operation or in other ways prevent the system from fulfilling its objective.	Urgent
Fault cat. 2	Fault, which is not critical to the performance or security of the system, but does hamper system operation or may be a security risk.	High
Fault cat. 3	Fault, which have no or only insignificant impact on the performance of the system.	Medium/Low

3.2 Service level goals

Depending on the Service Level Agreement (SLA) the following service level goals are defined.

Table 2: Service level goals

Service	SLA Standard	SLA extended
Service desk opening hours		
Phone	Mon-Fri, 8-16	24/7/365
Email, portal	24/7/365	24/7/365
Response time		
Phone	1 hour	1 hour
Email, portal	24 hours or next work day	24 hours or next work day
Reaction time		
Fault cat. 1	24 hours	3 hours
Fault cat. 2	5 work days	5 work days
Fault cat. 3	3 months	3 months

4 Customer Support Portal

The Dencrypt Customer Support portal serves as the central point for reporting issues, tracking status and for communication between the Customer and Dencrypt support. Issues raised by phone or email will be created by Dencrypt on behalf of the Customer. The Dencrypt Customer Support portal is implemented as a JIRA service desk running on Dencrypt's hosted environment at Global Connect.

4.1 Access

Dencrypt creates a user account and sends an invitation link by email. Following the link will open the service desk, where customers are asked to enter full name and set a password.

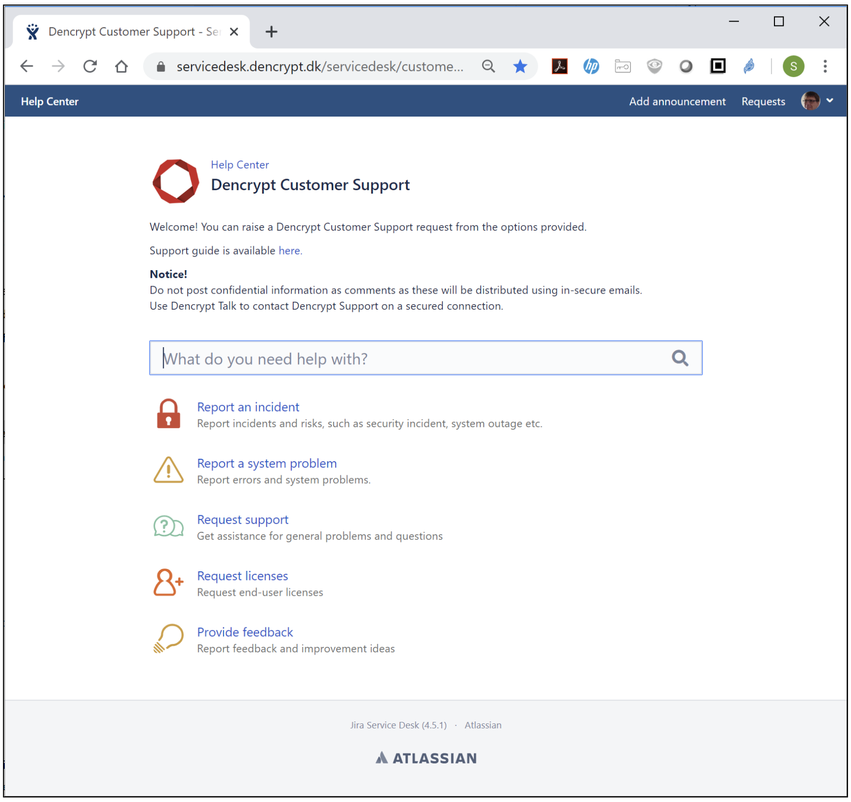
An organisation can have multiple user accounts and issue are visible for all users within the organisation.

4.2 Creating issue

After a successful login, issues are created by selecting an appropriate issue type from the service desk frontpage (Figure 1). The following issue typed are available.

Table 3: Issue types

Use case	Issue type	Definition
Report an incident	Incident	Used for reporting security incidents, system outage, identified security risks etc.
Report a system problem	Problem	Used for reporting error and problems
Requst support	Service request	Used for requesting assistance from Dencrypt
Request licenses	Service request	Used for requesting end-uzer licenses
Feedback	Improvement	Used for submitting feedback, improvement ideas etc.


Dencrypt Customer Support - Se
servicedesk.dencrypt.dk/servicedesk/custome...
Help Center
Add announcement
Requests
S

Help Center

Dencrypt Customer Support

Welcome! You can raise a Dencrypt Customer Support request from the options provided.

Support guide is available here.

Notice!
Do not post confidential information as comments as these will be distributed using in-secure emails.
Use Dencrypt Talk to contact Dencrypt Support on a secured connection.

What do you need help with?

Report an incident
Report incidents and risks, such as security incident, system outage etc.

Report a system problem
Report errors and system problems.

Request support
Get assistance for general problems and questions

Request licenses
Request end-user licenses

Provide feedback
Report feedback and improvement ideas

Jira Service Desk (4.5.1) · Atlassian

ATLASSIAN

Figure 1: Service desk front page.

4.3 Incidents and risks

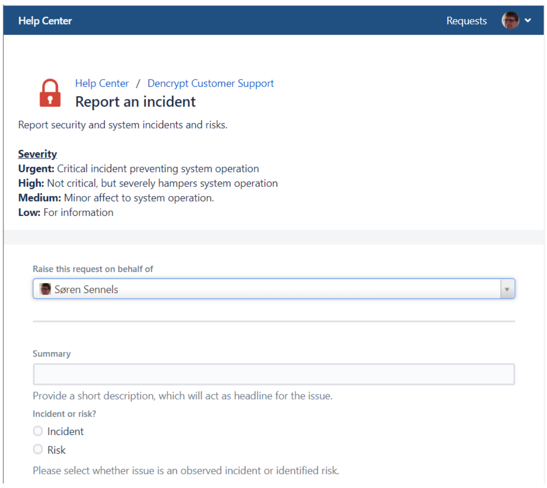
Incident reports are used for reporting observed incidents related to system security, system operation etc. It may also be used to report identified security risks.

The information in 2 is required for filing an incident report. The following definitions are applied for selecting incident or risk type:

Confidentiality Data or information is compromised.

Integrity System or information is deliberately or inadvertent manipulated.

Availability The system is unavailable preventing it from fulfilling its purpose.



Help Center / Dencrypt Customer Support

Report an incident

Report security and system incidents and risks.

Severity
Urgent: Critical incident preventing system operation
High: Not critical, but severely hampers system operation
Medium: Minor affect to system operation.
Low: For information

Raise this request on behalf of
Søren Sennels

Summary

Provide a short description, which will act as headline for the issue.

Incident or risk?
○ Incident
○ Risk

Please select whether issue is an observed incident or identified risk.

(a) Incident form.

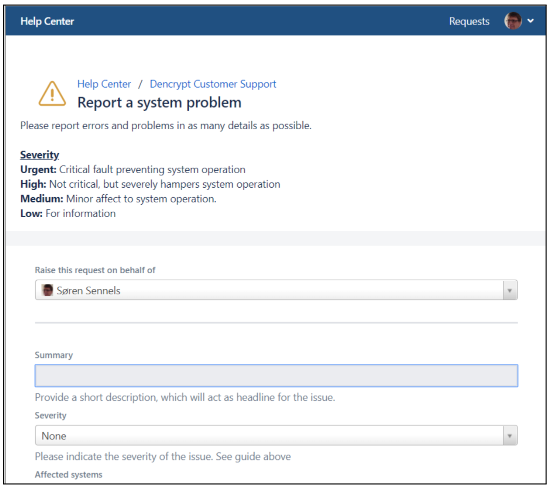
Field	**Definition**
Summary	Provide a short description, which will be the headline for the issue
Incident/Risk	Observed incident or identified risk.
Incident type	Confidentiality Integrity Availability
Severity	Indicate the severity of the issue: Urgent, High, Medium, Low. See 1 for definitions.
Description	Describe the issue in as many details as possible.
Security impact	Describe the security impact in as many details as possible.
Root cause analysis	Describe why the incident/risk occured.
Mitigation	Describe how the incident/risk can be avoided.
Target	Reserved for Dencrypt to provide ETA on possible resolution.
Attachment	Provide additional details, such as screenshot, documents etc.

(b) Incident fields.

Figure 2: Incident and risks

4.4 Problem reports

Problem reports are used for reporting errors and problems of the system. The information in **??** is required for filling a problem report.



Help Center / Dencrypt Customer Support

Report a system problem

Please report errors and problems in as many details as possible.

Severity
Urgent: Critical fault preventing system operation
High: Not critical, but severely hampers system operation
Medium: Minor affect to system operation.
Low: For information

Raise this request on behalf of: Søren Sennels

Summary:

Provide a short description, which will act as headline for the issue.

Severity: None

Please indicate the severity of the issue. See guide above

Affected systems

(a) Problem report form.

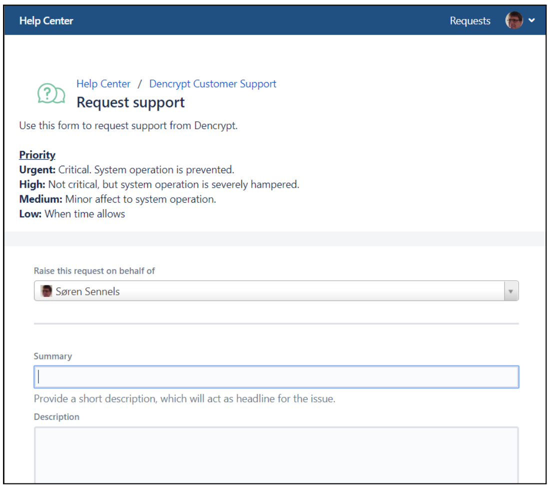
Field	Definition
Summary	Provide a short description, which will be the headline for the issue
Severity	Indicate the severity of the issue: Urgent, High, Medium, Low. See 1 for definitions.
Affected systems	Indicate which of the sub-system are affected: Apps, Server System, Control center.
Description	Describe the issue in as many details as possible.
Reproducible?	Can the problem be reproduced+? (Yes/No/Don't know).
Target	Reserved for Dencrypt to provide ETA on possible resolution.
Attachment	Provide additional details, such as screenshot, documents etc.

(b) Problem report fields.

Figure 3: Problem reports

4.5 Request support

Support request are used to request services from Dencrypt. This may be assistance for user administration, system configuration, training, etc. The information in 4 is required for filling a service request.



Help Center / Dencrypt Customer Support

Request support

Use this form to request support from Dencrypt.

Priority
Urgent: Critical. System operation is prevented.
High: Not critical, but system operation is severely hampered.
Medium: Minor affect to system operation.
Low: When time allows

Raise this request on behalf of: Søren Sennels

Summary:

Provide a short description, which will act as headline for the issue.

Description

(a) Support request form.

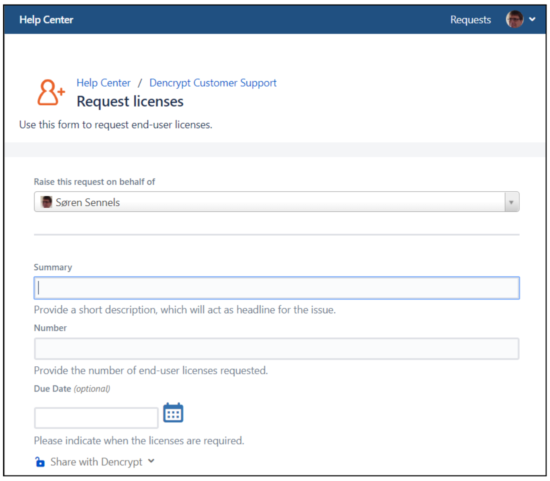
Field	Definition
Summary	Provide a short description, which will be the headline for the issue
Description	Describe the issue in as many details as possible.
Priority	Indicate the priority of teh request: Urgent,High, Medium, Low. See 1 for definition.+
Target	Indicates when support is required.
Attachment	Provide additional details, such as screenshot, documents etc.

(b) Service request fields.

Figure 4: Service requests

4.6 Request licenses

License request are used to request additional end-user licenses from Dencrypt. . The information in 5 is required for filling a license request.



Request licenses

Use this form to request end-user licenses.

Raise this request on behalf of

Søren Sennels

Summary

Provide a short description, which will act as headline for the issue.

Number

Provide the number of end-user licenses requested.

Due Date *(optional)*

Please indicate when the licenses are required.

(a) License request form.

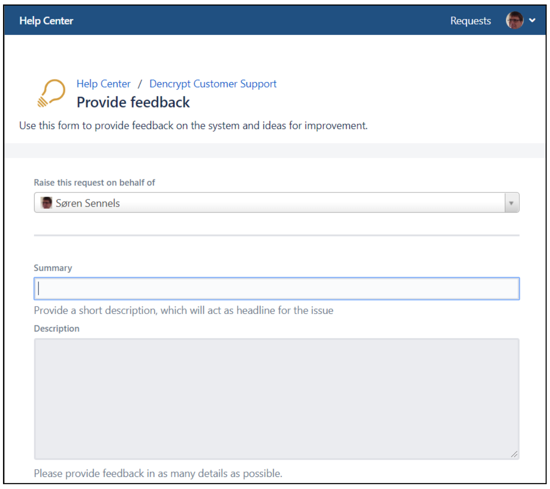
Field	Definition
Summary	Provide a short description, which will be the headline for the issue
Number	Provide the number of end-user licenses requested.
Due date	When is the licenses needed.

(b) License request fields.

Figure 5: License requests

4.7 Provide feedback

Use this issue to provide general feedback and improvement ideas to Dencrypt. The information in 6 is required for filling feedback or improvements ideas.



Provide feedback

Use this form to provide feedback on the system and ideas for improvement.

Raise this request on behalf of

Søren Sennels

Summary

Provide a short description, which will act as headline for the issue

Description

Please provide feedback in as many details as possible.

(a) Feedback form.

Field	Definition
Summary	Provide a short description, which will be the headline for the issue
Description	Provide the feedback in as many details as possible.
Attachment	Add additional information such as screenshots, documents, etc.

(b) Feedback fields.

Figure 6: Provide feedback

5 Workflow

5.1 Incidents, problems and requests

The workflow for the issue types: Incident, problem report, service request and license request is shown in 7 and listed below:

1. When an issue is created, status is set to *Open*.
2. When Dencrypt starts resolving the issue, status is set to *In Progress.*
3. Dencrypt may request the Customer for additional information. Status is set to *Waiting for Customer*. When information has been received, status goes back to *In Progress*.
4. When an issue or mititigation has been accepted for resolution, status is set to *Acknowledged*.
5. When an issue or mitigation is planned for a release, status is set to *Roadmapped*. *Target* is set to expected release date.
6. When the issue has been resolved and released, status is set to *Resolved*. If the issue cannot be resolved status is set to *Rejected*.
7. An issue may be re-opened, in which case status goes back to *In Progress*.

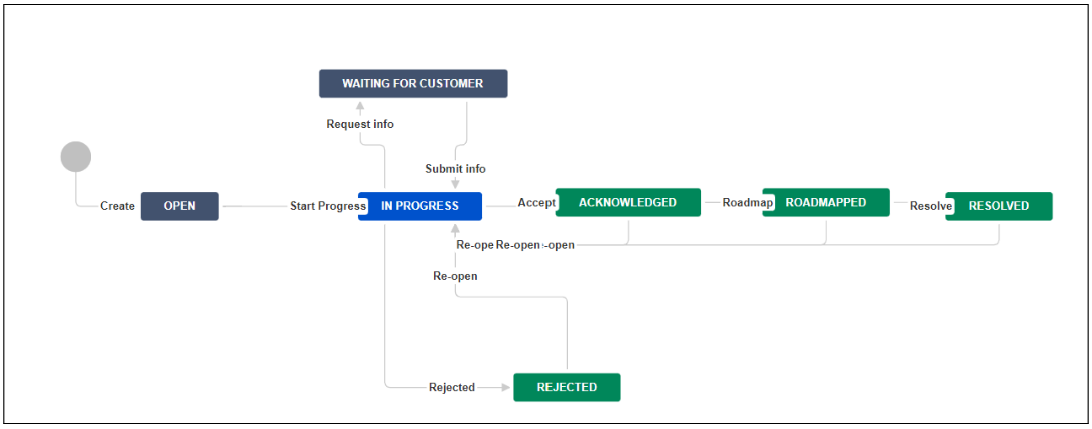


Figure 7: Workflow for incidents, problem reports and service/license requests.

5.2 Feedback and improvements

The workflow for feedback and improvements is shown in 8. It is similar to the workflow for incident and reports, but with a few additions to allow the customer to track implementation status.

1. When Dencrypt has understood the feedback or improvement idea, the status goes into *Acknowledged*.
2. When the feature has been planned status change to *Roadmapped* with an indication of the target release date.
3. When the feature is available in Customer system status change to *Released*.

A feedback issue will go into acknowledged state when Dencrypt has understood the issue and accepted the idea or suggestion for future product releases.

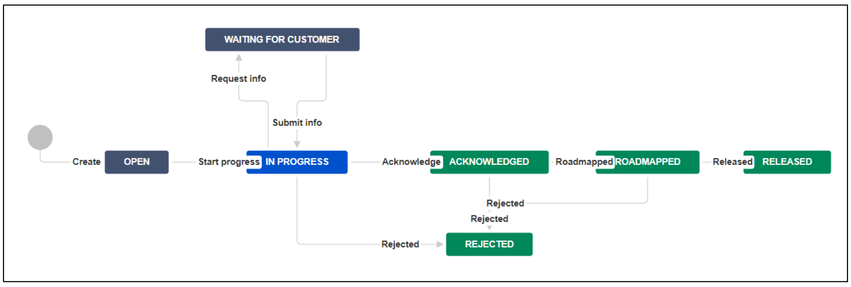
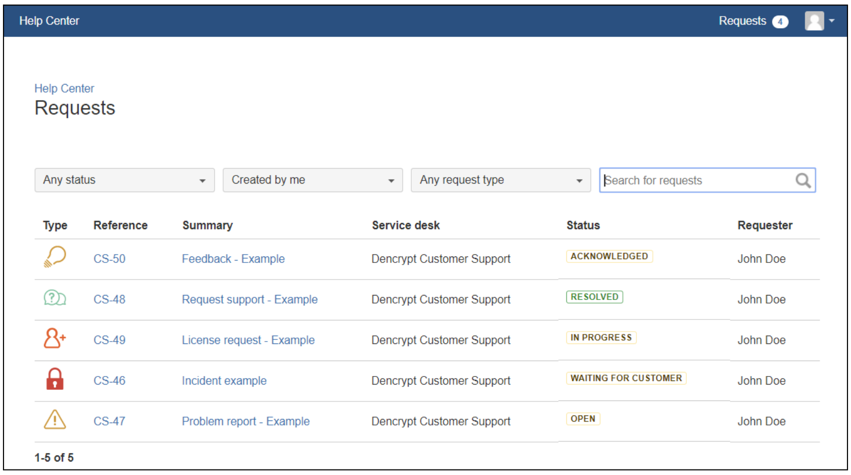


Figure 8: Workflow for feedback.

5.3 Status Tracking

Status on reported issues can be tracked by tapping the “Request” icon on the service desk front page **??**. This will open a list of requests submitted by the Requester or any other Service desk user within the organisation, with a status indication for each reported issue. Tapping an issue will open a window with details and activity history (9).



Help Center
Requests

Type	Reference	Summary	Service desk	Status	Requester
	CS-50	Feedback - Example	Dencrypt Customer Support	ACKNOWLEDGED	John Doe
	CS-48	Request support - Example	Dencrypt Customer Support	RESOLVED	John Doe
	CS-49	License request - Example	Dencrypt Customer Support	IN PROGRESS	John Doe
	CS-46	Incident example	Dencrypt Customer Support	WAITING FOR CUSTOMER	John Doe
	CS-47	Problem report - Example	Dencrypt Customer Support	OPEN	John Doe

1-5 of 5

Figure 9: Issue list with tracking status.

5.4 Providing additional information

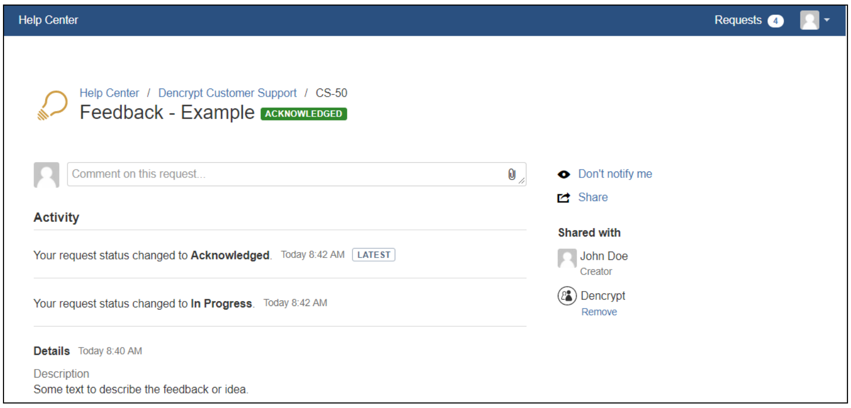
From the individual issue, it is possible to follow the status changes and communication history (10).

All comments and attachments submitted to the Dencrypt Customer Portal will be shared between Dencrypt and the service desk user in an **unsecured** email.

Any sensitive or confidential information shall not be shared using comments nor attachment.

To share sensitive information use one of the following options:

1. Contact Dencrypt using Dencrypt Talk or Dencrypt Connect.
2. Create a new issue to share the sensitive information in the description field.



Help Center / Dencrypt Customer Support / CS-50

Feedback - Example

Comment on this request...

Activity

Your request status changed to **Acknowledged**. Today 8:42 AM

Your request status changed to **In Progress**. Today 8:42 AM

Details Today 8:40 AM

Description

Some text to describe the feedback or idea.

Shared with

John Doe
Creator

Dencrypt
Remove

Figure 10: Issue details.

6 Change history

Version	Date	Author	Comments
1.1	30 March 2020	SS	Converted original word version to Latex
1.2	24 November 2022	SS	Updated workflow for Incidents, Problems and Support Requests.