

# Migrating to Deltek Support Tools

**Transition Guide for Deltek  
Specification Solutions  
Customers (formerly Avitru)**

**11/1/2019**



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## New support roles and why they matter

Knowing your Support roles is important as it determines who can work with Support and has the ability to control your support contacts.

### Primary Support Contact (PSC)

One contact at your organization will be designated as the Primary Support Contact. This contact is the legal point-of-contact for your organization, and will receive all account-based information for your account such as outages and upgrades, etc.

### Support Contact Manager (SCM)

Contacts at your organization may be designated as Support Contact Managers(s). The primary role of the SCM is to manage Deltek Support Center portal access and privileges for all Deltek Specification Solutions (formerly Avitru) users at your organization. In many cases, SCMs will also receive critical product updates regarding your Deltek Specification Solutions (formerly Avitru) solution.

### Authorized Support Contacts (ASC)

These users will have the authority to open a support case for your organization.

### Users

All Deltek Specification Solutions (formerly Avitru) users may have unlimited access to our award-winning Deltek Support Center. This portal features in-depth Knowledge Base articles, a Customer Community forum for networking with other users and experts, and tips and tricks.

User	Access to Support Center	Open a Support Case	Assign Rights and Privileges for the Deltek Support Center Site	Legal POC
All Users	X			
ASC	X	X		
SCM	X		X	
PSC	X		X	X

**Important action for you – Review the list of users and assign support roles**

As of December 6, 2019 all known active contacts at your organization will be loaded into the Support Center; there is no charge for users at your organization to access the Deltek Support Center. If you have been designated as a PSC or SCM please take a few moments to review the list which is available under Administer/Manage Company Contacts and:

- Update users as necessary. Please be sure to add any contacts who may not be on the list, or delete those who have left your organization or are no longer using Deltek Specification Solutions (formerly Avitru).
- Assign appropriate roles
  - Primary Support Contact – PSC is the legal representative of your organization for correspondence with Deltek and has full contact management functionality within the site, which includes assigning roles and access
  - Support Contact Manager – SCMs will control who can work with support by assigning roles and access to the Deltek Support Center
  - Authorised Support Contacts – ASCs may open a support case

You may refer to this Knowledge Base article (KB 36134) for full details on managing users at your organization. Please review your Deltek Specification Solutions (formerly Avitru) users and assign roles by December 18, 2019, so your organization is ready to use this new tool!

## Differentiating mission critical cases from day-to-day questions

Although we strive to resolve all cases in a timely manner, we use severity levels to differentiate mission critical cases from day-to-day questions in order to respond more appropriately to each request.

Severity Level	Description
Severity Level 1 (S1) Mission Critical	A mission critical situation, in which your product is inoperable, produces incorrect results which will have an immediate material impact on your operations, or results in serious failure to a production system for which you cannot continue to work. A severity 1 case will be downgraded when a reasonable work-around, a solution or fix has been provided.
Severity Level 2 (S2) Critical	A critical problem with a major function, feature, or subsystem not operating or seriously impaired, but either a temporary workaround exists or operations can continue in a restricted fashion. Severity 2 cases may have a considerable impact on your business operations.
Severity Level 3 (S3) Elevated	Product is operational, but does not provide a function in the most convenient or expeditious manner, or results in cosmetic or isolated errors. S3 cases have a moderate impact with minimal loss of service.
Severity Level 4 (S4) General	A low or no business impact issue where there is no critical time constraint or no loss of service. The issue is reasonably correctable by manual intervention, workaround, or by a future update from Deltek. This is the severity level for general product and operational questions.

## Logging support cases and access to a knowledge base and communities

Deltek's experienced support analysts will continue to be available to you to answer questions about your Deltek Specification Solutions (formerly Avitru) software. And, in many cases you'll find all the information you need right on our award winning support portal which contains robust features such as:

- A future extensive library of Knowledge Base articles to solve support cases 24 x 7
- Ability to log new support cases and check on the status of open support cases
- Peer-to-peer user communities to exchange ideas and information with other Deltek customers who use Deltek Specification Solutions (formerly Avitru)
- And more!

Note that if you have other Deltek solutions at your organization your Deltek Specification Solutions (formerly Avitru) will be added to your portfolio on the Support Center.

The Deltek Support Center (<https://support.deltek.com>) is provided for the convenience and exclusive use of Deltek clients. This aids in the use and understanding of Deltek products by providing a source of current support information. In addition, the same experienced support analysts will remain available to you to answer questions about your Deltek Specification Solutions (formerly Avitru) software. However, in many cases you'll find all the information you need using the Deltek Support Center:

- Answer product-specific questions through an online knowledge base that contains the same up-to-date information used by Deltek Customer Care Analysts
- Create your own support case and it will be logged into the support queue immediately
- Check the status, view details, and update your support cases
- Access user communities to ask questions, exchange ideas and share knowledge about Deltek products and services with other Deltek customers
- Edit your preferences, account information, and contact information
- Manage your company support contacts and access levels to the Deltek Support Center
- Follow Deltek through various social media venues