

Welcome to DGI Managed Services

Resources for Partners



As a partner in DGI's Managed Services, we want to welcome you to our team. DGI looks forward to giving you the best customer experience and working with your organization to deliver world class support and success.

This document contains information on who to contact, how to access customer portal resources and how to successfully enter and monitor tickets and incidents logged with DGI's Network Operation Center (NOC).

Introducing our team

During your partnership, your staff and organization will need to notify and communicate with DGI to identify issues and work towards resolutions.

In this document, we will provide instructions on how to enter tickets and view customer portals for updates on resolution paths.

However, as your organizations' success is our utmost concern and goal, please reference our **Contact Information Directory** below in the need to get assistance or have questions from one of our staff.

Name	Role	Email Address	Contact Number
NOC	NOC Help Line	NOCsupport@development-group.net	(530) 510-4300
Scott Ercoline	NOC Manager	sercoline@development-group.net	(530) 646-3370
Terry Kritsepis	Director of Customer Success	tkritsepis@development-group.net	(530) 646-3369
Greg Drake	Engineering Manager	gdrake@development-group.net	(530) 510-4308
Jason Jones	Sales Manager	jjones@development-group.net	(530) 949-7366



Resources – Customer Portal Accounts

Creation of Accounts for Autotask and Auvik

Autotask is accessible via <https://development-group.itclientportal.com/> and will allow you to submit a ticket directly to the NOC work queue.

This option also has high level metrics and reporting functions if you want to extract a .csv report showing tickets opened from specific date ranges.

To create accounts, send an email to nocsupport@development-group.net with the following:

- First and last name
- Job Title
- Email address,
- And contact phone number
(Replicate for each additional staff)

Requests for new accounts must requested by your organization's authorized contact on file with DGI

Auvik

DGI leverages a Remote Management & Monitoring (RMM) tool called Auvik. Auvik will provide us a more robust layer of monitoring configurations and some Asset Management capabilities once deployed in your environment.

To install Auvik in your organizations' environment, DGI will need to deploy an event collector onto a VM resource you have available onsite.

VMWare is preferred, but Auvik can also be installed on Citrix and Hyper-V solutions if that is required.

This collector is fairly lightweight with a minimum requirement guide of:

- one virtual CPU,
- 2GB of RAM, and
- 8GB of disk space

Please reach out to the NOC via phone or email if you have any questions, concerns or need assistance in navigating the Auvik platform.



Methods of Opening a Ticket/Incident

Option 1: Direct through the DGI ticketing portal.

This option is accessible via <https://development-group.itclientportal.com/> and will allow you to submit a ticket directly to the NOC work queue.

This option also has high level metrics and reporting functions if you want to extract a .csv report showing tickets opened from specific date ranges.

Option 2: The NOC Help Desk phone line – (530) 510-4300

- This option is for urgent situations and immediate needs reserved for alerting the NOC to urgent tickets/incidents that require attention
- The NOC is staffed between the hours of 7:00 AM – 6:00 PM PST and can be reached at (530) 510-4300
- The afterhours on-call resource can be reached via this help line.
- Afterhours contact is for emergency and urgent alerting only
- The DGI staff member/on call tech will review and arrange for emergency resolution
- DGI urges customers to alert the NOC in advance of any planned maintenance/updates to systems that may create change management incidents afterhours, which is covered under hours/window preplanned with DGI for maintenance unintended consequences
- There will result a charge of \$350/hour for unplanned resolution due to unintended organization systems maintenance/upgrade emergencies that the NOC is unaware of
- All Infrastructure as a Service (IaaS) contracted through DGI is covered 24/7

Option 3: Open a ticket via an email

You can quickly open a ticket with us by sending a description of the problem to NOCSupport@development-group.net.

After the ticket is opened within the system, you should receive a verification email with your new ticket number and a NOC member will reach out to you shortly thereafter.

Only general information communications are held through NOC@development-group.net. The **NOCSupport** alias is not actively monitored and is used for automated ticket creation. Don't use this one for general communication and follow up.