

Support Policy

Support must have a named service boundary, escalation path and measurable commitments in the signed service schedule.

01 / Intake and classification

The agreed schedule should identify channels, service hours, authorised contacts and severity criteria. A critical incident involves a material loss of an in-scope service; lesser cases are prioritised by impact and urgency. Acknowledgement and resolution targets are agreed per service, not assumed here.

02 / Response and cooperation

The support owner should record the ticket, business impact, actions, hand-offs and updates. Security incidents are escalated under the incident plan. Where a vendor operates the product, its support entitlement and responsibilities are disclosed separately.

03 / Evidence and review

Recurring issues, exceptions and missed targets should feed into root-cause review and improvement. An SLA, 24/7 cover or guaranteed fix exists only if expressly contracted.

Document status

Original VISIONCYBERX working framework for review. This PDF is not an offer, a signed agreement or evidence of an implemented control. Confirm legal entity details, service scope, commercial terms, annexes and approval before use. A signed engagement document governs.

Official EU references

NIS2 Directive, Article 21