

What the service is

iLearner is the web platform that ICQ Awards provides to its centres, tutors and learners. The iLearner Support & Maintenance service is ICQ Awards' ongoing commitment to keep the platform available, working correctly and secure, so that users can rely on it every time they need it. Rather than listing technical tasks, the service is defined by three simple outcomes that users experience directly.

Our three service commitments

1

The login page is always there

Whenever anyone types **<https://icanqualify.net>** into a web browser, the iLearner login box will appear.

2

Valid users can always log in

Whenever someone enters their correct iLearner username and password, they will be logged in to the iLearner system.

3

Every button always gives the right result

Whenever a user clicks any button on their iLearner pages, they will get the correct response: the right page, the right information and the right outcome.

What we do to deliver these commitments

- **Availability (Commitment 1):** Hosting and server upkeep, monitoring that the site is online, and keeping the icanqualify.net domain name and its security (SSL) certificate active and renewed.
- **Access (Commitment 2):** Maintaining the login and account system, keeping user records and passwords secure, and helping users who have trouble getting in.
- **Correct operation (Commitment 3):** Investigating and fixing faults, testing changes before they go live, and keeping iLearner working correctly as browsers and underlying software are updated.
- **Security and data protection:** Applying security updates, protecting user data, and taking regular backups so that information can be restored if something goes wrong.
- **User support:** A point of contact for reporting problems, with issues logged, investigated and resolved, and users kept informed of progress.

If something goes wrong

Any situation where one of the three commitments is not being met (the login page does not appear, a valid user cannot log in, or a button gives the wrong result) is treated as a fault. ICQ Awards will investigate it and restore the platform to normal working as quickly as possible, and will let affected users know when it is fixed.