

## **Basic Support Service**

The Basic Support service ensures that your people can make effective use of their Collaboration Site. It includes:

- Site Hosting
- Administration
- Participant Support
- Participation Coach Support

### **Site Hosting**

Hosting provides access to the Collaboration Site for all participants. It includes all data traffic and storage (effectively with no limit), security, backup and high levels of availability and performance. All upgrades to GroupServer are made available as they are completed.

### **Administration**

The Administration service enables the project owner to add or remove participants when required.

### **Participant Support**

The Basic Support service includes email and telephone support for participants in the Collaboration Site.

### **Participation Coach Support**

Support is provided for your participation coach/es via an online Community of Practice. In this group, participation coaches receive assistance and support with initiating and developing participation in their Online Groups.