Ohio DAS
Department of Administrative Services
Office of Information Technology

Server Team Escalation and Notification

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1 File System Repair for Unix

This document provides guidelines for System Administrator: Escalation and Notification.

1.1 Description

When an escalation request is received, the SA must:

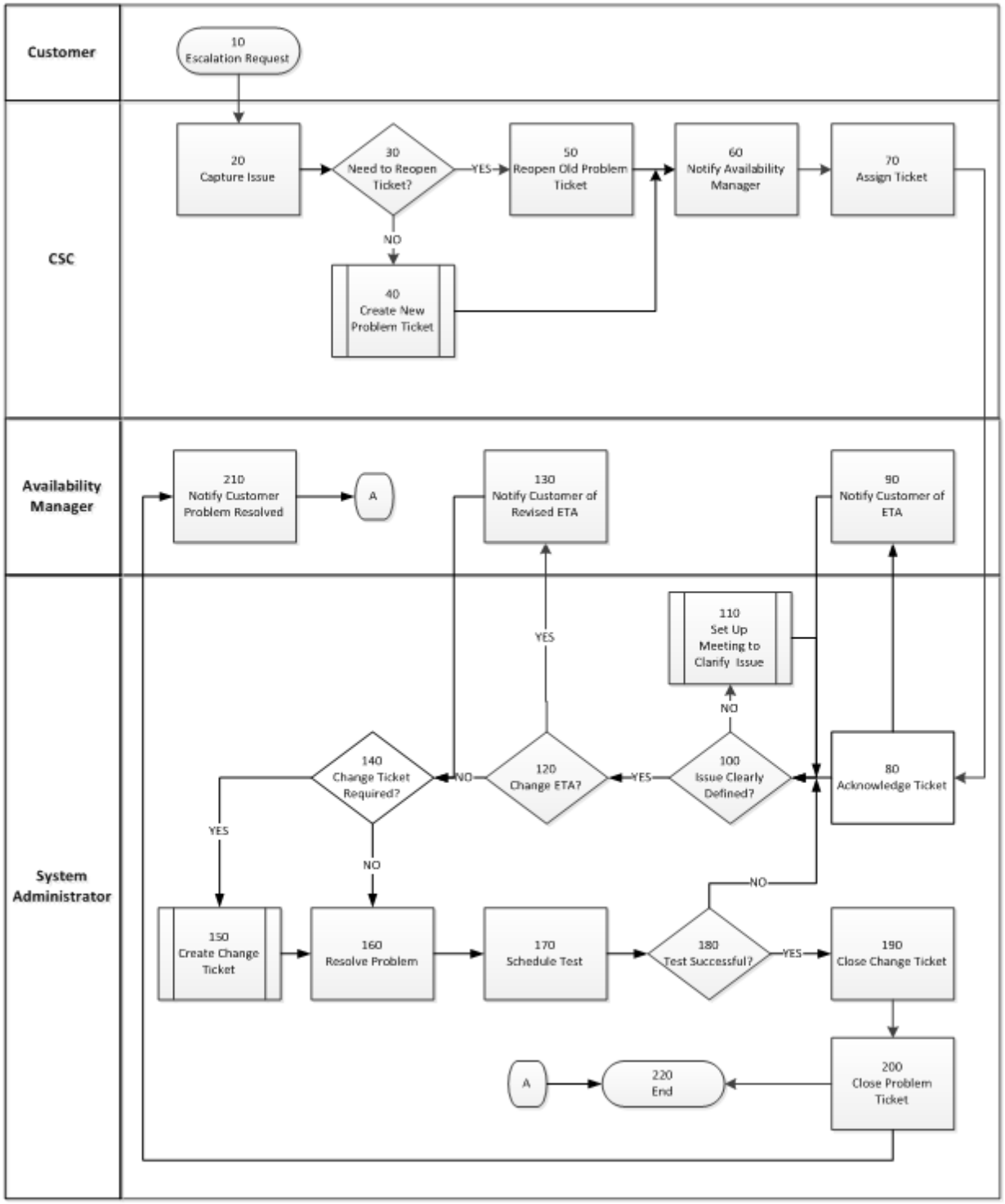
- Work with the Availability Manager
- Prioritize tickets in the queue to meet SLA time requirements
- Work tickets in a timely and efficient manner
- Pend and close tickets promptly
- This procedure does not include tool specific information

1.2 Details

This procedure defines the activities for managing the ticket queue.

Attributes	Details	Owner
Inputs: Deliverables	• Escalation Request	*Requestor*
Task(s)	• Reopen old ticket or create new ticket • Capture issue • Clarify issue • Assign ticket • Notify customer • Resolve problem • Create change ticket • Close Change and Problem tickets • Notify Customer	CSC, System Administrator, Availability Manager
Inputs: Artifacts	• Change ticket • Problem ticket • Customer Notification	
Job Role(s)	• Requestor • CSC • Availability Manager • System Administrator	N/A

1.3 Procedure Flow Diagram



1.4 Procedure Narrative

ROLE		STEP
Requestor	10	**Escalation Request** The escalation request may be received from the requestor through the following channels: • CSC gets a call from Requestor/Customer • Email notification to System Administrator (SA) or SA Manager Once the escalation request has been received, go to step 20.
CSC	20	**Capture the Issue** It is critical that the issue be captured accurately to allow the proper efforts to be directed at solving the issue. Once the issue is accurately captured, go to step 60.
CSC	30	**Need to Reopen Ticket?** Once the escalation request has been received the CSC must decide if the old Problem ticket should be reopened or if a new Problem ticket (referencing the old ticket) should be created. • If a new Problem ticket is to be created, go to step 40. • If the old Problem ticket is to be reopened, go to step 50.
CSC	40	**Create New Problem Ticket** The CSC creates a new Problem ticket referencing the old ticket. Once the new Problem ticket has been created, go to step 60.
CSC	50	**Reopen Old Problem Ticket** If the CSC decides not to create a new Problem ticket then the old Problem ticket is reopened. Once the old Problem ticket has been reopened, go to step 60.
CSC	60	**Notify Availability Manager** The CSC needs to notify the Availability Manager regarding the issue to ensure that the resources needed to resolve the issue are available. Once the CSC engages the Availability Manager, go to step 70.

ROLE		STEP
CSC	70	**Assign Ticker** With the information provided by the Availability Manager the CSC assigns the Problem ticket to the appropriate SA. Once the ticket has been assigned, go to step 80.
System Administrator	80	**Acknowledge the Ticket** The SA needs to acknowledge the ticket to indicate that they will be working to resolve the Problem ticket. Once the ticket has been acknowledged, go to step 90
Availability Manager	90	**Notify Customer of ETA** The SA should notify the customer with the following information: • The ticket has been assigned. • The problem is being worked on. • The Estimated time that the problem will be resolved (ETA) Once the customer has been notified, go to step 100.
System Administrator	100	**Issue Clearly Defined?** The SA needs to determine if the issue has been defined clearly enough to allow work on a resolution. • If the Issue has not been defined clearly enough, go to step 110. • If the Issue has been clearly defined, go to step 120.
System Administrator	110	**Set Up Meeting to Clarify Issue** The SA must setup a meeting with customer contact and other appropriate support groups to identify the exact issue. Once the Issue has been clearly defined, go to step 120.
System Administrator	120	**Change ETA?** The SA determines if more time is need to resolve the problem. • If more time is needed, go to step 130. • If more time is not needed, go to step 140.

ROLE		STEP
Availability Manager	130	**Notify Customer of Revised ETA** Once the SA notifies the Availability Manager that more time will be needed to resolve the problem, the Availability Manager should then notify the customer of the revised ETA. Once the customer has been notified of the revised ETA, go to step 140.
System Administrator	140	**Change Ticket Required?** The SA determines if a Change Ticket needs to be created. • If a Change Ticket needs to be created, go to step 150. • If a Change Ticket does not need to be created, go to step 160.
System Administrator	150	**Create Change Ticket** Once the problem has been resolved, the SA should create a Change Ticket to document the resolution steps. Once the Change Ticket has been created, go to step 160
System Administrator	160	**Resolve Problem** Once all the necessary information is obtained, the SA should fully implement the remediation/resolution to the problem. Once the problem has been resolved, go to step 170.
System Administrator	170	**Schedule Test** The SA should schedule a test to ensure that the problem has been resolved. Once the test has been scheduled, go to step 180.
System Administrator	180	**Test Successful?** Once the test has been conducted the SA must determine if the test was successful. • If the test was successful and the problem resolved, go to step 190. • If the test was NOT successful and the problem was NOT resolved, go to step 100.
System Administrator	190	**Close Change Ticket** Once the resolution has been successfully test, the SA should close the Change Ticket. Once the Change Ticket has been closed, go to step 2000.

ROLE		STEP
System Administrator	200	**Close Problem Ticket** Once the Change Ticket has been closed, the SA should then close the Problem Ticket. Once the Problem Ticket has been closed, go to step 200.
Availability Manager	210	**Notify Customer Problem Resolved** Once the Problem has been resolved and the Change and Problem tickets closed, the Availability Manager notifies the customer that the problem has been resolved. Once the customer has been notified, go to step 220.
		End End of Procedure