Platform as a Service (PaaS) Support Plan

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Revision Highlights

This version represents a reformatted treatment of the initial document that was published April 3, 2014. Only minor grammatical and syntactical corrections have been made.
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Welcome

Welcome to the *PaaS Operational Support Plan*.

Who Should Use this Support Plan?

This guide is a reference for both West personnel and customers in the event of an incident or outage related to a West-provided platform.
Overview

The document outlines the Issue Severity Levels and Communication Escalation Process which is followed by West Platform as a Service (PaaS) Support group to ensure both the internal support teams, as well as the West clients, understand the potential impact to their applications and customers in the event of an incident or an outage related to the products or services supporting their applications/solutions.

Objective

This level of information helps to ensure both parties fully understand the guidelines for classifying various support incidents and the methods of escalation used by the West operational support teams.

Standard Support Scope and Communication Methods

Reporting Non-Production Questions/Issues

General platform questions that are not production impacting are to be submitted as a question via the RightNow website.

Non-Production/Technical Support Requests

Technical support questions regarding the platform components (e.g., speech services, browsers, etc.), VXML and/or related grammars, or Hosted Platform Features should be submitted as a “HostedVXML – Technical” question via the RightNow website at http://wicpaas.custhelp.com. These questions are directed to the Platform as a Service (PaaS) support group directly. The RightNow system responds with a receipt acknowledgement. If the question needs to be referred beyond the PaaS team, the coordination to work the question through the groups internal to West is managed by the PaaS team.

RightNow “Hosted VXML – Technical” submissions are processed by the PaaS team Monday through Friday between the hours of 7 AM Central and 7 PM CPT (Central Prevailing Time.) Within these support timeframes, the expected response time is between 2 and 4 hours.

Non-Production/Non-Technical Support Requests

Non-technical support questions regarding client accounts, billing, or adding of services, should be submitted as a “HostedVXML – Non-Technical” question via the RightNow website at http://wicpaas.custhelp.com. These questions are directed to the client account representative group directly. The RightNow system responds with a receipt acknowledgement.
Reporting Production Incidents

In the event that production issues are experienced related to platform availability, call processing, or outages, clients should contact the West Network Operations Center (NOC) at 1-800-WIC-HELP (1-800-838-8383). The NOC is available 24*7 to receive and categorize production incidents.

At a minimum, please provide the NOC with the following information.

- Contact Information (name, phone, and email)
- Client Name
- URL / Site or Hosted Platform Feature Name (Dashboard, RightNow, Holly Connects, etc.)
- Severity and Impact to Service or Number of Users Impacted (from client perspective)
- Screenshot or Detailed Description(s) of the Error

*Be sure to identify yourself and Platform as a Service as the product.*

_For example: “This is Bob with Customer X. I’m having trouble with the Platform as a Service product.”_

Production Incident: Tiered Support Model

The Platform Hosting support model consists of the initial client setup, ongoing maintenance and troubleshooting support both during and after business hours. The following descriptions outline the multi-tier support model for the West teams who assist the dedicated support staff in supporting Hosted VXML clients.

**Tier 0 Production Incident Support Team: West Help Desk**

West’s Help Desk is the central communications point for the West teams regarding incidents. The Help Desk is staffed 24x7x365 with personnel who accept the customer’s call, collect the necessary information specific to the type of incident being reported, and then immediately escalate the issue to Service Support if necessary.

Their escalation point for more complex issues is the IT Operations Service Support Team as well as Client Services for additional impact analysis and further client communications, where necessary.

The number for the West Help Desk is 1(800)388-9713.

**Tier 1 Production Incident Support Team: West Client Services**

West’s Client Services group serves as a facilitator of communications between West and its clients. Client Account Managers manage the relationships with their clients and ensure questions and concerns are addressed. West will regularly communicate with the impacted client(s) within the timelines indicated below by incident severity level.
Tier 2 Production Incident Support Team: West IT Operations Service Support

West’s IT Operations Service Support serves as a second level point of escalation for the West teams regarding incidents. The IT Operations Service Support team is equipped with Subject Matter Experts (SMEs) for specific areas of the platform who are responsible for systems, applications, and databases.

The IT Operations Service Support team is responsible for driving all client impacting production incidents to closure, communicating current status, and providing timely incident reports.

The West IT Operations Service Support primary support personnel are engaged by the NOC following opening and assigning an Incident ticket. The team takes the information supplied by the NOC and performs the initial investigation of the problem, and resolves the issue if possible.

Their escalation point for more complex issues is the PaaS Support Team or other internal technical teams.

Tier 3 Production Incident Support Team; West Platform as a Service (PaaS) Support

The PaaS Team fulfills two roles within the overall West organization. Not only are they the platform experts with respect to troubleshooting any potential client issues, but they also continue to enhance the current VXML hosted platform by researching, coding, testing, and implementing changes in the production environment. Furthermore, the PaaS Team maintains the ongoing technical relationships with the vendors. This allows the team to escalate vendor-related issues with minimal delay.

Incident/Issue Classification

Definition of Incident/Issue Severity Levels

An incident is any event which is not part of the standard operation of a service and which is causing or about to cause an interruption to, or a reduction in, the quality of service.

Severity Level 1 (Minor)

Minimal issues may include the following.

- Data integrity issues
- Previously identified bug fixes
- Issues that are not client or end user impacting

Severity Level 2 (Major)

Major issues may include the following.

- Report delivery delays that impact operational processes
- Delays in processing and/or delivery
Severity Level 3 (Critical/Outage)

An “outage” is any issue resulting in significant service impact either to the end user of client(s). Events constituting an outage include, but are not limited to, the following.

- Full hardware failure (e.g., hard drive failure, circuit failure, router failure, etc.)
- Partial software failure (e.g., hardware is running but is running slow or is not processing transactions)
- Software failure (e.g., hung process)

Production Incident Response Timing

Incident First Response

When a production impacting incident is identified and reported, West commits to taking the following steps for Severity Level 1-3 issues as defined above.

Incident Updates

If discovered by a client, the client contacts Tier 0 Support as identified above. If discovered by West, West contacts the designated person as defined by the client. West acknowledges the issue and severity level and begins the information gathering process.

Incident Resolution/Follow-up

West communicates the resolution timing in a mutually agreed upon format. Where possible, an alternate method or work around solution will be provided by West. West and client(s) work together to resolve each problem towards mutually reasonable solutions. Following incident resolution, West creates after-incident reports which document the impact, provide root cause analysis, and offer preventative measures.

After-Incident Report Documentation

Whenever a West-provided change implementation or an unanticipated event results in a service interruption (also referred to as an “incident”), West provides an after-incident report, which provides detailed information concerning the incident. The information contained in the report includes:

- Brief description of the incident
- Quantification of impact
- Incident Analysis / Diagnosis data
- Resolution including root cause
- Action plan for prevention of future occurrence

Upon closing the incident, West provides the after-incident report to client(s) and updates the Hosted VXML knowledgebase, where appropriate.
PaaS Operational Support Plan

Incident Communication Expectations

When a production impacting incident is identified and reported, West commits to providing regular communications for Severity Level 1-3 incidents.

Table 1: Severity Level Update Intervals

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
<th>Update Intervals</th>
<th>Post Mortem</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Minor</td>
<td>Upon Status Change</td>
<td>NA</td>
</tr>
<tr>
<td>2</td>
<td>Major</td>
<td>60 Minutes</td>
<td>Yes</td>
</tr>
<tr>
<td>3</td>
<td>Critical/Outage</td>
<td>30 Minutes</td>
<td>Yes</td>
</tr>
</tbody>
</table>