IS Web Hosting Infrastructure Support As-Is Process v1.1 2007-3-15 edited by Jon Atherton Web site or Send request via Initiation of Request application e-mail to End resolved? outage? "webservices-I" Customer "Production Problem": Page down, page won't There is no postload, page functionality event evaluation "Operational Issue" or notice: suddenly stopped done normally; e.g.: request for new pages, one can be done Write e-mail page redesign, adding Call NOC to report Problem Receive at the request of follow-up to End features, slow page problem. resolved? automated reply the customer. "webservices-I" response, notice of upcoming major event Note: Refer to procedure Parallel manual for web Process Follow established site or application procedures to main; outages: Use Onnot strictly Call List necessary NOC Call user to inform Determine correct Call next person escalation path them of what on On-Call list and follow it happened Automation RT sends Service agreement stipulates \mathbb{F} Message logged in automated reply to that a response will be given customer within 2 business days of initial request Communication with Inform NOC that Send appropriate Call NOC to inform Write outage customer is informal: the issue is not response to user Web Hosting Available? them of what report as per fix agent writes an ewith Web hosting within two happened service agreement mail message when infrastructure business days events occur. N No formal process Make appropriate exists for periodic Determine whether Problem with Record outage IS Staff receives fix to web site, and <u>S</u> updates with user in the the issue is with cornell.edu event in customer request Do requested work notify action to case that the request Web hosting infrastructure? SourceForge in e-mail "webservices-I" takes more than 2 days to implement