Generic Service Support

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1 Objective

The objective of this procedure is to describe the actions and work-flows involved in Services Support and Incidents for the below NORDUnet operated services.

- Adobe Connect
- Zoom
- Kaltura
- Panopto
- MediaSite

2 Target audience

The target audience of this document include University IT helpdesks / SME's, NREN NOC, NREN Media Group, and the NORDUnet Media Team and any other party involved in Services Support.

3 Introduction

The below is valid for all Services supplied by NORDUnet to all Nordic NREN's.

For the service delivery and support to scale there must be a layered support structure in place.

1. Local organization IT helpdesk or similar
2. NREN NOC or similar for incident handling and SME and/or product owners for support
3. NORDUnet

Each level in the support structure has its own roles and responsibilities as described below.

All incidents can be reported 24/7 to the NORDUnet, and will be handled according to the Incident Classification.

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4 Incident Classification

Tier 1 individually specify their requirements for how incidents are to be reported. Incidents escalated to NORDUnet Media/Tier 3 must contain the information included in the description under "5 Incident registration and verification".

Incident Classification and actions	Definition/Description	Responsible
Critical/P1 Should be reported by phone / email as soon as possible to NREN/Tier2	• Incidents that cause loss of service or continuous instability of mission critical functionality and have no workaround. • Inability to use a feature or functionality that is currently relied upon for mission critical functionality.	• Tier 1 to classify
Major/P2 Should be reported by email - will be attended to during business hours	• Incidents that are impairing, but not causing loss of service or loss of mission critical functionality. Intermittent issues that affect mission critical functionality.	•
Minor/P3 Should be reported by email - will be attended to during business hours	• Issues that are not impairing / interrupting the service or any mission critical functionality. Single users or groups could be affected.	•
Informational/P4 Should be sent by email - will be read during business hours, no Trouble Ticket will be raised	• Information requests. • Standard questions on configuration or functionality. • Cosmetic defects, and feature requests.	•

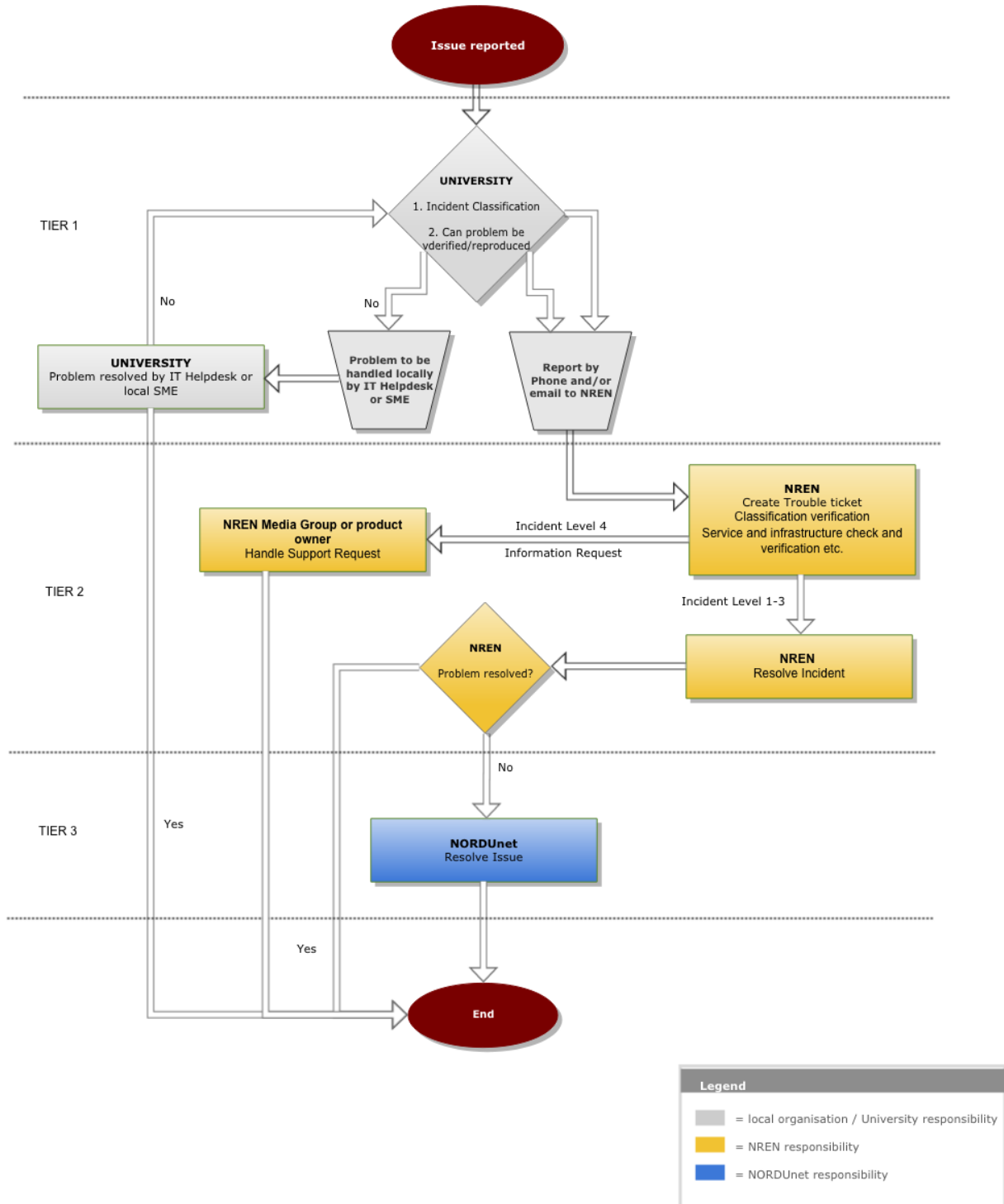Business hours shall mean 9-17 Monday to Friday excl. public holidays or as defined by the NREN

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5 Incident registration and verification

Local organization IT helpdesk or similar/Tier 1	Description

Information registration	• Organization: \<name\> (needed for reporting to NREN and NORDUnet)
	• Product: \<Kaltura, Zoom,,,,\>
	• Is the issue affecting the whole service, or a single user or group? (see incident classification)
	   o Username(s): \<user name\>
	   o Device info: \<ie. MacBook xyz\>
	   o OS and version: \<ie. MacOS xyz\>
	   o When was the issue first seen? (needed for log debugging etc.)
	   o Is the issue associated with functionality that has previously worked?
	   o Issue description?

Verification	• Check open issues and planned maintenance activities • Can problem be reproduced on another device? • Can problem be reproduced using another username? • Is problem a known issue (check FAQ)

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6 Support Tiers

Support Tier	Description
Tier 1	• Registration and verification • Incident classification • If issue is associated with a single user or group and cannot be reproduced on another device or username, the issue should initially be handled by the local organization ie. SME. • If unable able to resolve locally, incident to be reported to NREN.
Tier 2 NREN NOC or similar	• Check for alarms or other indication • System health check and verification • Correlation with other fault reports • Incidents to be reported to NORDUnet Media (incident levels P1-3) • Support issues to be reported to NREN Media group or product owners (incident level P4)
Tier 3 NORDUnet	• Resolve issue or escalate to provider for resolution.

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7 Procedure and workflow

Issue reported

TIER 1

UNIVERSITY
1. Incident Classification
2. Can problem be vderified/reproduced

No

No

UNIVERSITY
Problem resolved by IT Helpdesk or local SME

Problem to be handled locally by IT Helpdesk or SME

Report by Phone and/or email to NREN

TIER 2

NREN Media Group or product owner
Handle Support Request

Incident Level 4

Information Request

NREN
Create Trouble ticket
Classification verification
Service and infrastructure check and verification etc.

Incident Level 1-3

NREN
Problem resolved?

NREN
Resolve Incident

No

TIER 3

Yes

NORDUnet
Resolve Issue

Yes

End

Legend	
	= local organisation / University responsibility
	= NREN responsibility
	= NORDUnet responsibility

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