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 helpdesk / 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.
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”.

<table>
<thead>
<tr>
<th>Incident Classification and actions</th>
<th>Definition/Description</th>
<th>Responsible</th>
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</table>
| **Critical/P1**                    | • 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**                       | • 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**                       | • Issues that are not impairing / interrupting the service or any mission critical functionality. Single users or groups could be affected. |  |
| **Informational/P4**               | • 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
## 5 Incident registration and verification

<table>
<thead>
<tr>
<th>Local organization IT helpdesk or similar/Tier 1</th>
<th>Description</th>
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| **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) |
## 6 Support Tiers

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<tr>
<th>Support Tier</th>
<th>Description</th>
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| **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 i.e. SME.  
               - If unable able to resolve locally, incident to be reported to NREN. |
| **Tier 2**   |  - 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**   |  - Resolve issue or escalate to provider for resolution. |
7 Procedure and workflow

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