

Generic Service Support

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1 Objective

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

- Zoom – Real Time Communication
- Kaltura – Media Management
- Panopto – Media Management
- Speech2text – Media Transcription
- Dedicated Network Services

2 Target audience

The target audience of this document is the University IT helpdesk / SME's, NREN NOC's, NREN Media and Network teams, as well as the NORDUnet Media and Network Teams and all other parties involved in Services support.

3 Introduction

The below goes 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 it's own roles and responsibilities as described below.

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

Current service status: <https://status.nordu.net/>

Support information and FAQ's: <https://support.nordu.net/hc/en-us>

4 Incident Classification

Incident Classification and actions	Definition/Description
Critical/P1 Should be reported by phone and email as soon as possible	• Incidents that cause loss of service or continuous instability of mission critical functionality and has no workaround. • Inability to use a feature or functionality that is currently relied upon for mission critical functionality.
Major/P2 Should be reported by email 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 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 send by email during business hours, no Trouble Ticket will be raised	• Information requests. • Standard questions on configuration or functionality. • Cosmetic defects, and feature requests.

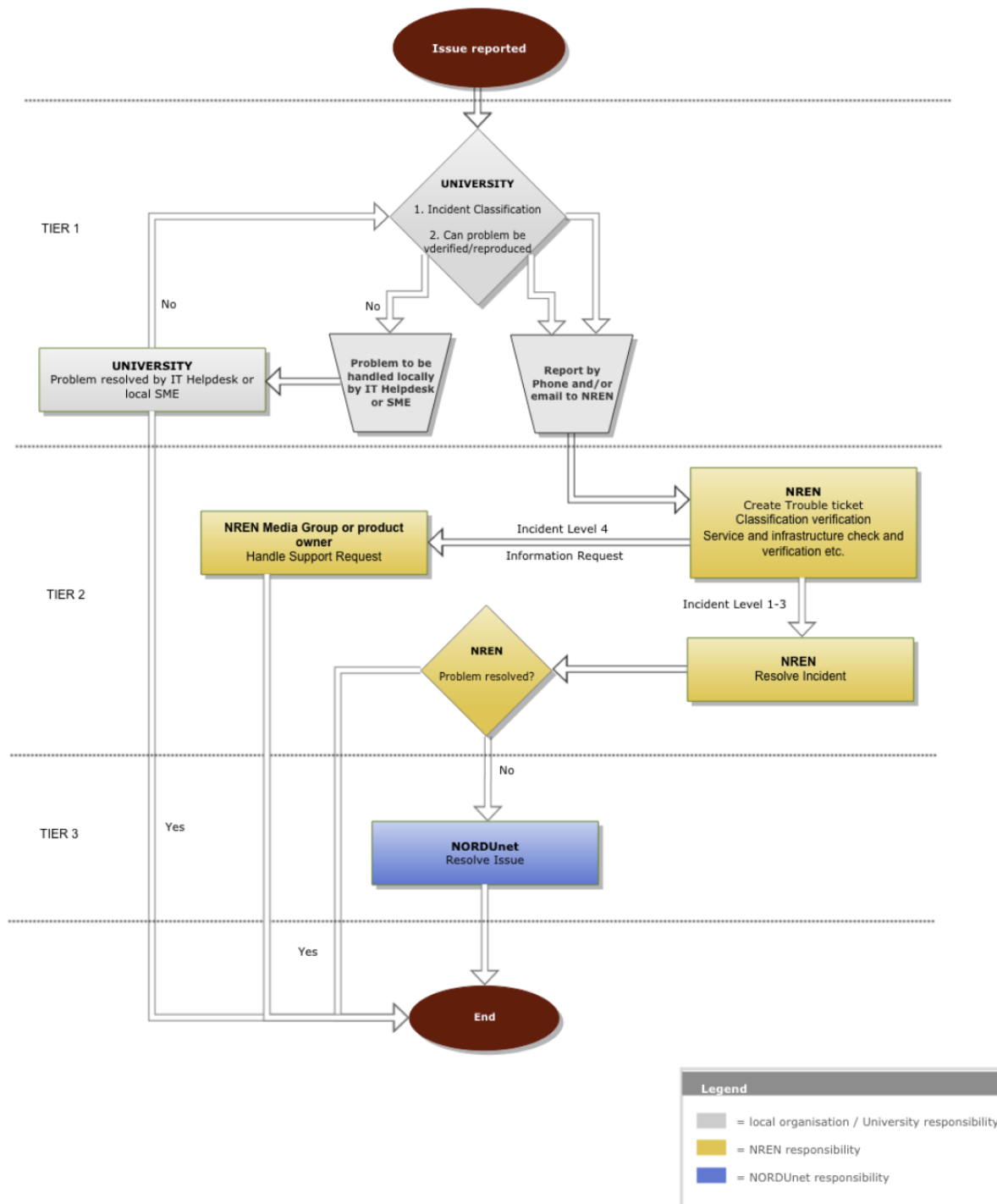
5 Incident registration and verification

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

Support Tier	Description
Level 1 Local organization IT helpdesk or similar	• 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.
Level 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 level 1-3) • Support issues to be reported to NREN Media group or product owners (incident level 4)
Level 3 NORDUnet	• Resolve issue or escalate to provider for resolution.

7 Procedure and workflow



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