Noc Guidelines

1. Act on an email, alert or request within 5 minutes.
2. Protect the customer: Failover to secondary location within 3 minutes of notification

utilizing the links in the application tab of DNSMon and verify the name/url matches the name/url in the alert before executing the failover.

1. Communicate/escalate/engage the appropriate support team(s) within 10 minutes of an alert/email/request.
2. Issue the initial severity within 10 minutes of the Noc being notified of an event or issue.
3. Establish an event/conference bridge manager or facilitator to move event to resolution
4. Issue severity updates according to their status level: Sev1=every hour; Sev2 = every 2 hours or as long as there is impact; Sev3=every 4 hours unless we were given a time/date to request new information or the expected resolution.
5. Escalate/engage management for any issue not progressing or in which SOP escalation has not been successful.
6. Properly authenticate user prior to unlocking an account or changing a password.
7. Properly execute Data Center walkthrough and change hardware per its individual SOP
8. Update turnover, confluence and communicate with the team any changes/updates during shift.