User Story 4 – Advanced Automation & Exception Handling

As a Service Operations Manager, the objective is to automate critical service workflows so that important issues such as SLA breaches are identified and escalated without manual intervention.

To achieve this, Azure Logic Apps are used for workflow orchestration, while Azure Functions are used to handle business logic. This separation ensures that the overall process flow remains easy to manage, while complex logic is handled independently.

SLA Breach Escalation Workflow:
The automation starts with a scheduled Logic App that periodically checks service cases. The Logic App calls an Azure Function, which evaluates SLA conditions for each case. If an SLA breach is detected, the Logic App triggers appropriate actions such as sending email alerts, notifying managers through Teams, or logging the incident for tracking purposes.

Failure Handling and Reliability:
Retry policies are configured to handle temporary failures such as network issues. Timeouts are defined to prevent long-running executions. If a workflow fails repeatedly, the failure path ensures that alerts are raised so that the issue does not go unnoticed.

Cost and Scaling Considerations:
Serverless services are chosen because they scale automatically and follow a pay-per-use pricing model, making them cost-effective for variable workloads. However, serverless solutions are not suitable for long-running processes, heavy state management, or scenarios with constant high workloads.

Architecture diagram :

Logic App (Scheduled Trigger)

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Azure Function (Check SLA)

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SLA Breached?

├─ Yes → Send Alert / Escalation

└─ No → End Workflow