McClatchy – Endava SD HANDBOOK
TICKET TRIAGING, MI PROCEDURE AND MISC

Version: 2.0

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Developed by: Angello Otalora

Approved by:

1. VERSION HISTORY

Version	Date	Author	Approver	Description
1.0	04.09.2019	Angello Otalora		Creation of the document
1.1	05.09.2019	Angello Otalora		Minor Changes: - McClatchy instead of McC
1.2	17.09.2019	Angello Otalora		- Project Contact Details updated. - EIA product owner. - Impact and severity matrix updated.
1.3	24.09.2019	Angello Otalora		- Major incident procedure.
1.4	26.9.2019	Angello Otalora		- Angello Otalora mobile number updated.
1.5	23.10.2019	Angello Otalora		- Update Endava Delivery Partner and Project Manager. - Update information from McClatchy Products Owners. - Update escalation path. - Endava AM DL created.
1.6	16.12.2019	Angello Otalora		- Changes in standard names. - Changes in the information related to MI definitions and escalations. - How to handle an MI escalation.
1.7	11.09.2020	Anna Varadi Angello Otalora		- Redesign as per new requirements
2.0	03.02.2021	Angello Otalora		- Document Updated with the latest structure.

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2. PROJECT CONTACT DETAILS

Endava – Application Management Team	
AM Consultant – David Gomez	Email: David.Gomez@endava.com
AM Consultant – Juan Peñaranda	Email: Juan.Penaranda@endava.com
AM Engineer – Santiago Arredondo	Email: Santiago.Arredondo@endava.com
AM Engineer – Santiago Hernandez	Email: Santiago.Hernadez@endava.com
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AM Engineer – Alvaro Vera	Email: Alvaro. Vera@endava.com
AM Engineer – Laura Grimaldos	Email: Laura.Grimaldos@endava.com
AM Engineer – Laura Arias	Email: Laura.Arias@endava.com
AM Engineer – Diana Sanchez	Email: Diana.Sanchez@endava.com
ssdAM Engineer - Chris Scanlon	Email: Chris.Scanlon@endava.com

Endava Key Contacts	
Endava SDM – Angello Otalora	Email: Angello.Otalora@endava.com Phone: +(57)3002079470
Endava CSM – Sandy Benson	Email: Sandy.Benson@endava.com Phone: +447789920363
Endava Delivery Partner	Email: Julian.Perkin@endava.com Phone: +447879661791
Endava Project Manager	Email: Julian.Perkin@endava.com Phone: +447879661791

McClatchy Key Contacts	
McClatchy IT Helpdesk	Email: help@mcclatchy.com Phone: +1 (800) 888-3272
Audience Systems Support Manager – Todd Williams	Email: twilliams@ mcclatchy.com Phone: +1 (305) 812-7743
Director Cyber Security & Compliance - ERP Systems – Cesar Mendoza	Email: cmendoza@ mcclatchy.com Phone: +1 (305) 376-3378
Service Desk Manager – Legacy Applications Owner – Brenda Leferink	Email: bleferink@mcclatchy.com Phone: +1 (817) 390-7819
Product Owner EIA – Amanda Wilkins	Email: awilkins@mcclatchy.com Phone: +1 (919) 634-2230
Product Owner DSP – Matt Sasso	Email: msasso@mcclatchy.com Phone: +1 (203) 214-8906
Product Owner EDP –	Email: Phone:
Publishing Applications Support Manager – Ann Marie Stephenson	Email: astephenson@mcclatchy.com Phone: +1 (224) 345-1226

3. SERVICE HOURS

1st Line Support (Endava Service Desk)
Service Hours: 24/7 Monday to Sunday.

2nd Line Support (Endava Application Management Team)
Mon-Fri, excl. Colombia Public Holidays
P1-P5 business hours support: 09:00 – 21:00 Colombia Time (9:00 – 21:00 Eastern Time).
Mon-Fri, excl. Colombia Public Holidays
P1 and P2 on-call support: 24/7 Mon - Sun.

Oncall Number: https://mcint.pagerduty.com/schedules#P2R83BL

Escalation Path:
1st Level: On-call Engineer: https://mcint.pagerduty.com/schedules#P2R83BL
2nd Level: SDM – Angello Otalora - +573002079470
3rd Level: CSM – Sandy Benson - +447789920363

McClatchy SD: +18008883272

# 4. TICKET MANAGEMENT, ASSIGNATION AND CHANGE STATUS PROCEDURE

Incidents and Requests related to Audience or NewsWeb streams and their applications defined in the Service Catalog will be logged by the McClatchy SD and then sent to the support teams via Cherwell ticket assignation. The Service Desk will review the ticket and assign to the relevant Cherwell queue.
***Major Incidents should be escalated using the Emergency form within Cherwell and activated via PagerDuty notification immediately!**

Ticket Handling and Prioritization
1. The initial priority of the ticket should be assigned by the McClatchy SD based on information provided by the customer in the email/call, and the Impact and Severity Matrix in section 7.1.1 below.
   Note: The service call may be re-prioritized by Endava AM team because of diagnostic investigation and service impact. Lowering the priority of incidents will require prior agreement with CSM. Should the CSM or McClatchy SD wish to raise the priority because of client business impact this is to be agreed with the Endava CSM. **Priority negotiations will be Endava AM team's responsibility**.
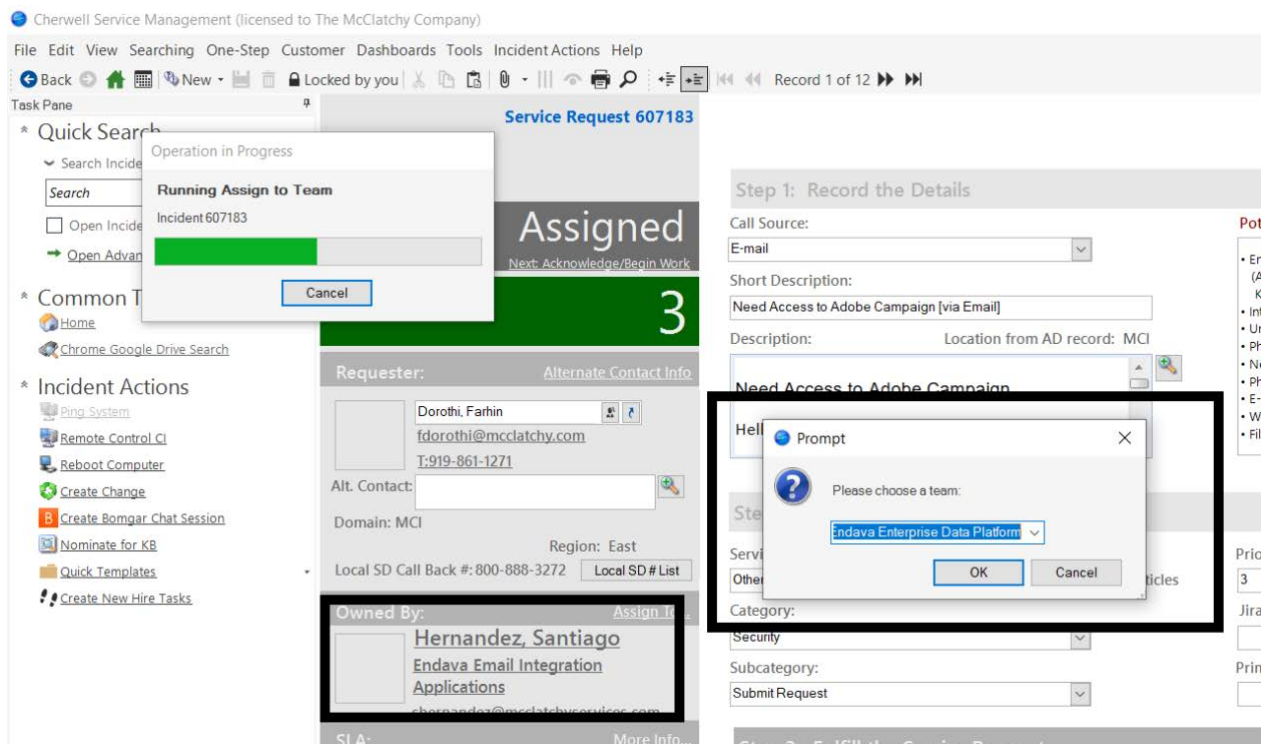
2. Upon receiving the email notification from Cherwell, Endava AM team will take over the management of the ticket in Cherwell and provide any updates to the client.
3. If the Endava AM team or the Endava DEV team identify a standard issue with an application, then the Endava AM team should log a ticket in Cherwell and alert McClatchy stakeholders on the incident and priority.

5. P1 AND P2 CALL LOGGING AND ESCALATION STEPS

1. McClatchy SD should assign the ticket to the correct queue in Cherwell for the Endava AM team and alert the on-call engineer from Endava AM team by using the Emergency Form in Cherwell and activate the escalation using PagerDuty, and make sure that they are aware of the priority of the Incident and whether it must be treated as a Major Incident or not. If the Endava AM on-call is not answering, PagerDuty will escalate the alert to the different levels provided.
2. Endava AM team could determine if it's a MI or just a P1/P2 incident, to do this Endava AM should asses if the failure corresponds to an entire platform/system in which case this will correspond to a MI in that case they should communicate this straightaway to the PO of the platform affected or if is an isolated failure with a process within the system/platform in which case this will correspond to a P1/P2 depending on the severity of the process.

3. Endava AM team will act as the resolver group, will take over Cherwell management of the ticket and will provide the corresponding updates to be handled by the Incident Manager through the McClatchy Service Desk internal MI procedure/communication (***just if it's a MI related***). Otherwise Endava AM should handle the ticket with the corresponding SLA (P1/P2) and provided the updates through Cherwell as agreed in the SLA.

4. If needed, Endava AM on-call engineer should call or write through slack corresponding channels [McClatchy's SD](#) in order to instruct them to change the incident to a MI, to link the additional incidents received because of the MI and to follow the MI Escalation process.

5. If the Endava AM Team analyzes the ticket and identifies that the issue is not related to any streams (Audience/NewsWeb), they will notify the McClatchy Stakeholders and McClatchy SD should re-assign the incident to appropriate team.

6. SERVICE LEVEL TARGETS (SLT)

SLA definition by Cherwell can be found at:

https://docs.google.com/document/d/1IBN4kOUh6I5qG_wr0v-Oj6NhU1Eiw0VC42QMXseqGlc/editIMPACT AND SEVERITY MATRIX

7.1 INCIDENTS

		Impact		
		Company	Department	Individual
Urgency	**High**	1	2	3
	Medium	2	3	4
	Low	3	4	4

7.1.1 PRIORITY DESCRIPTION

Priority	Service Description	Examples
P1- Critical	Whole or critical functions of the application(s) like Adobe Campaign, CUE, Cherwell, Automate, Workflows, Newsletters, Digital Subscription Platforms, AWS are unusable or unavailable causing major impact on multiple service users.	-2 or more newsletters are failing. -Problems with workflows in Adobe Campaign. -Problems with breaking news. -2 or more prototypes are not being sent. -Change paywall in 4 hours or less. -Multiple users are having problems with subscriptions, entitlements. -Problems to ingest EDP files. -Problems accessing CUE, Cherwell.

P2 - High	Partial application like Adobe, CUE, Feedmator, Cherwell, Automate, DSP or EDP are unavailable and detrimental to service user experience, important but not critical.	1 newsletter is failing. 1 prototype cannot be sent. 1 breaking news is failing its process. 1 department is not allowing CUE access. Set of tasks within Automate is failing.
P3 - Medium	The Application like Adobe, CUE, Feedmator, Cherwell, Autoamte, DSP or EDP suffers a low impact error or issue that impairs the use of the features of the Application. The Application suffers a failure that can be circumvented by the user.	- A single user unable to edit/ publish content. - One user is having problems t access adobe. - One user is having problems with his/her subscriptions/entitlements.
P4 - Low	McC, its suppliers, editors or users have questions, queries and or requests for advice with regards to the functions, operation or integration of the Application.	- Minor issues with Adobe Workflows more related to its use. -CUE workflows or how to use.

7.2 SERVICE REQUEST

		Impact		
		Must Have	**Should Have**	**Whenever Possible**
Urgency	**Expedite**	1	2	3
	Standard	2	3	3

7.2.1 SITECORE PRIORITY DESCRIPTION

Priority	Service Description	Examples
P2 – Expedite - Standard	Service Request to create Newsletters ASAP due to market condition. Service Request to add, modify paywalls conditions. Given Access to CUE due to deadline activities.	- Request to create Newsletters ASAP due to urgent changes in the market's conditions. - Request to modify paywall conditions due to urgent changes in the market's conditions. - Request to giving access to CUE due to deadline conditions.

P3 - Standard	Service Requests to access Adobe. Service Request to create newsletters in short term basis. Service Request to create, modify paywall conditions in the short-term basis. Access to CUE, Cherwell. Create Tasks in Automate. Set of configurations in the platforms.	- Access to Adobe Campaign, CUE, Cherwell. - Request to create modify, delete Newsletter due to incoming changes in the market conditions. - Request to create, modify, delete paywall conditions due to short term changes in the market's conditions. - Configuration, report generation over the applications. - Create tasks in Automate.

7. SUPPORTED APPLICATIONS

Those defined in the current Service Catalog:

https://docs.google.com/spreadsheets/d/1agjyi6An-nFE7WLlajau2JUJio4u4re0URKEvhWOigk/edit#gid=1614464512

8. ROLE AND RESPONSIBILITIES

Role	Endava AM - Support Team Leader
Responsibilities	- Coordinate with the users to discuss the on-going support issues. - Prioritize the issues for permanent fix in agreement with business users. - Raising requests for apps, infrastructure like logs, database password. - Providing clarifications to offshore team - Highlight to the SDM or McClatchy IT Manager/Lead about any potential issues or risks. - Monitoring of the live applications and escalating to McClatchy in case of any issues with live applications - Regular status reporting of the all the high-risk issues to McClatchy. - Keeping users abreast in case of any live issues. - Perform 2nd line application tasks as defined below.

Role	Endava AM Team
Responsibilities	☐ Perform 3rd line application tasks including: ☐ The analysis and resolution of issues of Data, connectivity, and access issues in the McC platforms. ☐ Adding new or amending configuration & data items in the McC platforms. ☐ Provide primary code fixes for issues identified in Endava supplied systems. ☐ Analysis and reporting back to McC IT Helpdesk on failures in supporting systems which are not Non-Endava supplied to escalate to other groups or 3rd party systems. ☐ All development/testing tasks to be completed on time and with good quality. ☐ Cherwell and Jira updates to reflect the status of work. ☐ Solve ad-hoc requests. ☐ For live incidents, analyze issue and determine course of action. ☐ Prepare patches for prod deployment after the fix is approved by McClatchy product owner platform. ☐ Pro-actively, identify live issues and report them to McClatchy to be evaluated and fixed. ☐ Provide ad-hoc/daily/weekly/monthly reports for tasks/issue. ☐ Monitor scheduled tasks and logs frequently (on daily/weekly basis as applicable). ☐ Update the ticket with all relevant investigations and communications with the users. ☐ Provide MIRs (Major Incident Reports) when needed. ☐ SLA tracking.

Role	Endava Service Delivery Manager
Responsibilities	The Service Delivery Manager role provides the operational point of contact for the Client and Client Support Management community into Operations, for particular customers who receive service from within the Service Lines. The SDM is responsible for assuring the introduction, delivery and improvement of services to the committed Service Level Agreements. Specific tasks include: **Service Introduction (SI)** ☐ Helping to turn a service scope into key SI tasks for the support team e.g. processes; ☐ Stablishing One-SLA, preparing report templates. ☐ Client liaison during SI to ensure all tasks including service documentation are completed for both the client and Endava.

	• Direct liaison with the client during final service design and confirmation of SI plans. **Operational Tasks** • Ensuring availability of staff across all clients to ensure operational performance meets standards. • Ensure Level 3 and 4 defects are progressing to SLA. • Resolve Level 3 and 4 client escalation issues. • Supervising on-call ROTAS, report preparation. **Client Satisfaction** • Maintain a list of client contacts for satisfaction surveys. • Assist in preparation of surveys with UKM Client Ops Satisfaction Manager. • Assist in delivery of surveys and chasing responses • Initiate and coordinate Service improvement plans.

Role	Endava Client Support Manager
Responsibilities	The Client Support Manager (CSM) is responsible and accountable within Endava and externally to the Client for the day-to-day delivery of all Endava Managed Services. The CSM will act as a Single point of contact for day-to-day operations and for projects. Specific tasks include: • Establishment of contact points with client and any third-party suppliers. • Service Introduction. • Incident management escalation point as required. • Day to day coordination of support with allocated EAS support team. • Assist CEM with account development. Ensuring the correct resource allocation as required to meet SLA.

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