

2. Check up

check the issue and Collect the information.

3. Ticket

Open ticket .
Assignee to responsible team.

4. Send Email

Send email responsible team to check .

5. Share alert

Send message to OAC group.

6. Follow UP

follow continuously with responsible team after each 30 minutes.

7 Share Follow up

Send follow up message to OAC group.

8 Alert status

Once Alert gone, keep monitoring and verify the services.
Close the ticket if all services work fine.
Send Status message to OAC group.

9 Report

Add the issue details on Report.