Issue Procedure

NOC Team

1 April 2019

Alert procedures

If the Alert showing on SolarWinds do this Procedures :

1. Check up

check the issue and Collect the information.

2. Ticket

Open ticket .
Assignee to responsible team.

3. Send Email

Send email responsible team to check .

4. Share alert

Send message to OAC group.

5. Follow UP

follow continuously with responsible team after each 30 minutes.

6. Share Follow up

Send follow up message to OAC group.

7. 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.

8. History

Add the issue details on history.

1. Subject

Issue – Host name

2. To

Responsible members

3. CC

1- Bashir Sindi
2-NOC Team
3- Responsible Team
group

4. Message

Dear ,
Kindly check the below
'issue '

5. Incident card

Start Date Time		Assigned to Status	
Issue Report Author			
Incident Description			
Host Name			
IP Address			

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1. Incident
Incident number.

4. Description
Issue description.

7 Status
Incident status.

2. Open From
Name member open ticket.

5. Host
Host name.

8 Assignee to
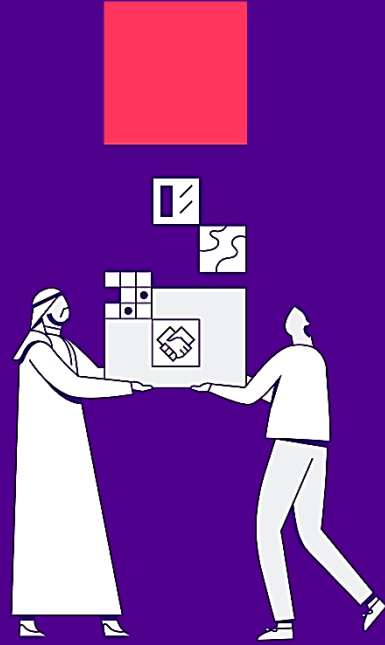Responsible team & member.

3. Date
Date open the ticket.
Date close the ticket.

6. IP
IP Address.

9 History
Write all steps you did on this incident.

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Shukran!
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