FORUN

Customer Technical Incident Handling Process

FORUN Customer Technical Incident Handling Process

i.   Document Issuance Details

Author	Esslam Al Zahrani
Reviewer	Meshal Alotaibi
Issuance Date	1/12/2020
Document Version	1

ii.   Document Controls

Ver	Date	Prepared By	Description of Change

i.   Document Review by

Name	Email	Title	Signature

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ii.   Document Approval

Name	Email	Title	Signature

iii.   Definitions (as applicable)

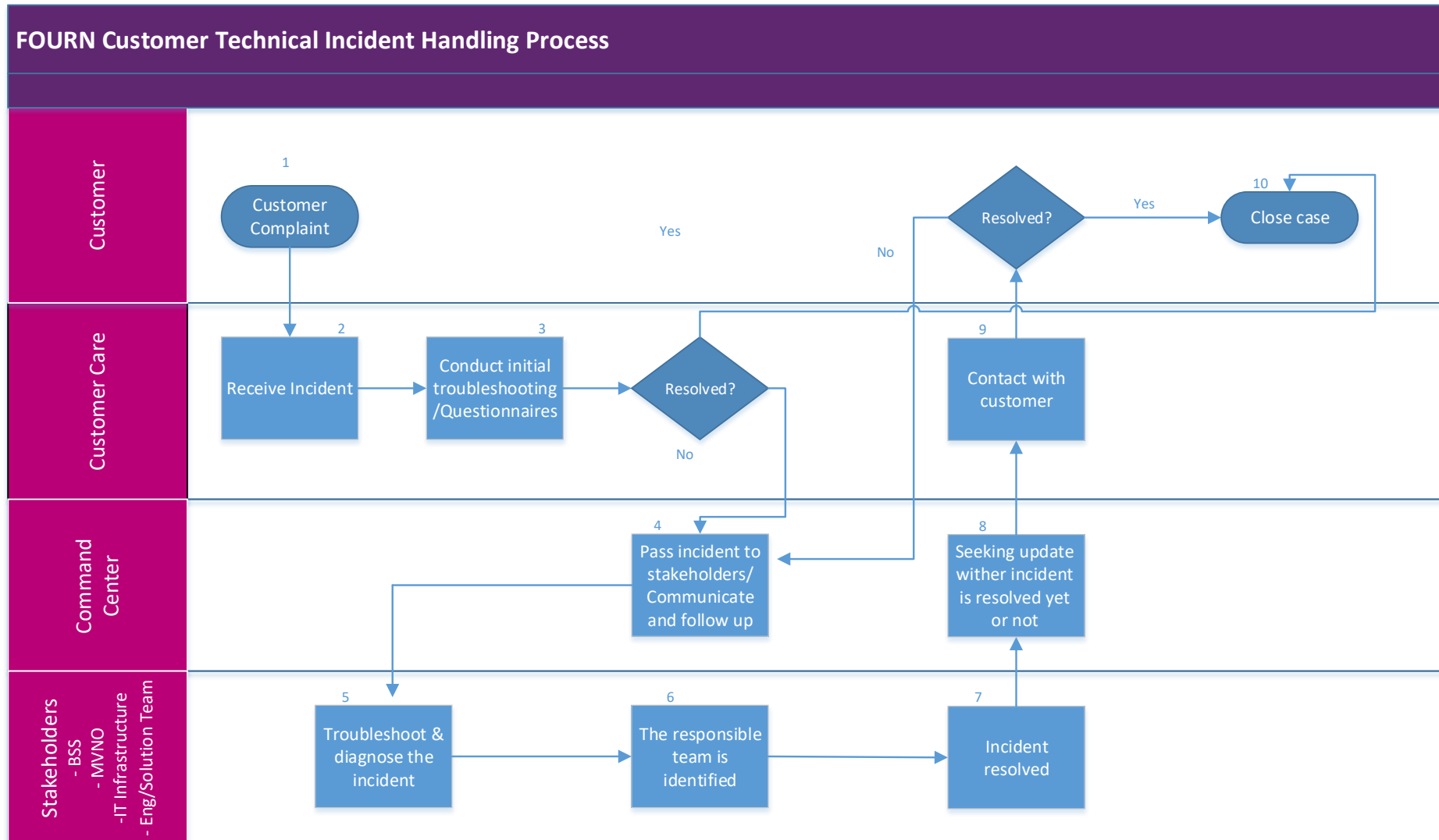| Term	Definitions
MVNO	Mobile Virtual Network Operation
BSS	Business Support Systems
OAC	Operation Assurance Center
OS	Operating Systems
DBMS	Database Management System
MSO	Multiple Systems Operation
RCA	Root Cause Analysis
L3 support	L3 team analyses the issue and fixes it
Stakeholders	BSS/MVNO/ Eng/Solution Team/IT Infrastructure

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Process

1. Document Summary

Process Description	The Primary goal is to ensure that all technical incidents relevant to FORUN application are being handled, resolved and reported properly

Owner Department	Information Technology	**Process Owner**	OAC

Inputs	Costumer Technical Complaints
Outputs	Incidents being handled, resolved and reported properly
Stakeholders	- BSS - MVNO - IT Infrastructure - Eng/Solution Team - Customer care
Templates (as applicable)	N/A
System (as applicable)	N/A
Process Objective	Determining a prompt solution
Process Trigger	Costumer complaints
Process Scope	FORUN application and its infrastructure and MVNO network
Business Rules	Review and approve the process

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2. Process Flow

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Customer — 1 Customer Complaint

Customer Care — 2 Receive Incident → 3 Conduct initial troubleshooting /Questionnaires → Resolved? (Yes / No) · 9 Contact with customer · Resolved? → Yes → 10 Close case · No

Command Center — 4 Pass incident to stakeholders/ Communicate and follow up · 8 Seeking update wither incident is resolved yet or not

Stakeholders - BSS - MVNO -IT Infrastructure - Eng/Solution Team — 5 Troubleshoot & diagnose the incident → 6 The responsible team is identified → 7 Incident resolved

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3. Process Details (as applicable)

Process steps that need further information should be added in the following section

A	Activity	Description	Responsible
1.	Providing RCA report	The responsible team should provide RCA report for any resolved incident	BSS/MVNO/ Solution Team/IT Infrastructure
2.	Follow up & escalations	Keep following up with the responsible team to facilitate incident resolution	Command Center
3.	Troubleshoot & diagnose the incident	Stakeholders should work together to find what might cause the issue; hence this will identify responsible team	BSS/MVNO/ Solution Team/IT Infrastructure

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4. RACI Matrix

	Activities	OAC operators	IT Infra Team	IT infra & OAC Director	BSS Team	BSS Director	IT GM	Network Team	Network Director	Eng/Solution Team	Network GM	Customer Care Team	Customer Care Director
1.	**Receive customer complain**											R	A
2.	**Reporting the issue via email**	I		I								R	A
3.	**Response to ticket/issue**	R		A								I	I
4.	**Reporting the issues**	R	I	A	I	I	I	I	I	I	I		
5.	**Follow up**	R	I	A	I	I	I	I	I	I	I		
6.	**Ticket/issue status update**	R		A								I	I
7.	**Escalations**	R	I	A	I	I	I	I	I	I	I		
8.	**IT Infrastructure troubleshooting / Physical visit / L3 support / RCA**	I	R	A	I	I	I	I	I	I	I		
9.	**Mobile & web app / Server OS/DBMS troubleshooting / L3 support / RCA**	I	I	I	I	I	I	I	I	R	A		

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	Activities	OAC operators	IT Infra Team	IT infra & OAC Director	BSS Team	BSS director	IT GM	Network Team	Network Director	Eng/Solution Team	Network GM	Customer Care	Customer Care Director
10.	MVNO troubleshooting / Physical visit / L3 support / RCA	I	I	I	I	I	I	R	A	I	I		
11.	BSS troubleshooting / L3 support / RCA	I	I	I	R	A	I	I	I	I	I		
12.	Contact customer/confirm resolution	I		I								R	A
13.	RCA report consolidation	R	C	A	C	I	I	C	I	C	I		

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5. Operational Level Agreements

#	Department	Responsible	Process / Activity	Agreed by
1	Information Technology	BSS		
2	Information Technology	IT infrastructure	Resolve all technical incidents that relevant to FORUN services	
3	Network	Eng/Solution Team		
4	Network	MVNO		
5	Customer Care	Complaints Management	Report and log technical incidents that relevant to FORUN services to OAC "Command Center."	

5.1 Incident Resolutions priority

5.1.2   All incidents are essential and should be resolved. But some incidents are more critical than others based on Impact – the degree or amount of harm to the business and Urgency – how quickly the business needs a resolution. The Operation Assurance Center is using below classification Methodology to classify the incidents urgency and Impact and actions time frame related to OAC:

Incident Urgency	Customer Type
High	Government customers or has more than 100 lines
Medium	Customers has 50 - 100 lines
Low	Other

Incident Impact	No. of affected users
High	**> 10**
Medium	6 to 10
Low	1 to 5

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5.1.3   The combination of two factors, "the Urgency and the Impact," will determine the priority of an incident, which shown below.

Incident	Impact		
Priority	High	Medium	Low
High	High	High	Medium
Medium	High	Medium	Low
Low	Medium	Low	Low

(Urgency — vertical label on left side spanning High / Medium / Low rows)

5.1.4   AOC actions time frame starting from receiving the complaint including priority classification and transfer it to the relevant team

	Time to transfer the issue	Communication channels
During working hours (08:00 to 16:00)	< 15 min.	Depend on the priority as listed in the next section
After working hours Weekends and holydays	< 30 min.	Depend on the priority as listed in the next section

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5.1.5   The target resolution time for each Incident depends on its Priority is the responsibility of the correspondence team. The targeted time as below:

5.1.5.1 During working hours (08:00 to 16:00)

Incident Priority	Acknowledgement and start troubleshooting	Resolution Time With in	Communication channels
High	< 15 min.	4 hour	Ticket, mobile call, email & text message
Medium	< 30 min.	8 hours	Ticket, email
Low	< 60 min.	24 hours	Ticket

5.1.5.2 After working hours (16:00 to 08:00) and during weekends and holidays

Incident Priority	Response time and sending acknowledgement	Resolution Time With in	Communication channels
High	< 1 hour	4 hour	Ticket, mobile call, email & text message
Medium	Next working day	8 hours	Ticket, email
Low	Next working day	24 hours	Ticket

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5.1.6   The Operation Assurance Center will report any confirmed incidents based on its priority, as mentioned below:

Incident Priority	Incident Reporting Phone Call & Email TO	Incident Reporting Email CC
High	Technology GMs	CEO , COO, CCO , CTO & Sales GM
Medium	Technology Directors	Technology GMs & Sales GM
Low	Technology Managers	Technology Directors & Sales GM

5.1.7   Incident Escalation

Contact		Duration
BSS		
1	Specialist	When the Incident Occurred
2	Section Manager	After 30 Minutes if no response/resolution

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3	Director	After 60 Minutes if no response/resolution
4	GM	After 120 Minutes if no response/resolution
	Eng/Solution Team	
1	Specialist	When the Incident Occurred
2	Section Manager	After 30 Minutes if no response/resolution
3	Director	After 60 Minutes if no response/resolution
4	GM	After 120 Minutes if no response/resolution
	MVNO	
1	MSO/specialist	When the Incident Occurred
3	Section Manager	After 30 Minutes if no response/resolution
4	Director	After 60 Minutes if no response/resolution
5	GM	After 120 Minutes if no response/resolution
	Infrastructure Team	
1	Specialist	When the Incident Occurred
2	Section Manager	After 30 Minutes if no response
3	Director	After 60 Minutes if no response
4	GM	After 120 Minutes if no response

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6. Process Key Performance Indicators (KPIs)

KPI Name	Measurement Formula	Target	Data Reporting Frequency
Percentage of Incidents Response by Command Center within the Timeframe.	(Total incident - Incidents Not Reported in a Defined Timeframe)/Total incidents	95%	Monthly/Quarterly/Yearly

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