

Standard Operating Procedure (SOP) for handling Priority 1 and Priority 2 on-call notifications

Purpose

This document describes the required procedure for on-call engineers handling Priority 1 (P1) and Priority 2 (P2) on-call notifications.

Scope

This procedure applies to P1 and P2 notifications sent through the mIRC notification system, by telephone, or by text message communicated by the Technology Command Center (TCC).

Audience

Primary: Senior Infrastructure Engineers, Lead Infrastructure Engineers, and Associate Infrastructure Engineers in the on-call rotation

Secondary: Client-Server Manager

Procedures

- 1) Once contacted, respond to the TCC within 10 minutes and ensure the Client-Server Manager has been notified of the outage and the impact. Request that the TCC open an outage bridge and engage appropriate support engineers.
- 2) Assess the current outage by reviewing available server logs, data from SPLUNK data queries, HP Insight Management, and VMware console logs.
- 3) Verify through ServiceNow Change Management that no changes affecting systems were scheduled during the outage time frame.
- 4) Check ServiceNow for similar outages within the last 3-6 months for a quick resolution.
- 5) Ping the impacted system(s) by IP address or log on to affected partner systems or dashboards to verify functionality and connectivity.
- 6) Determine if upstream or downstream system partners (Web, database, VMware, Exchange) are affecting the direction of the flow of data to the impacted system.
- 7) Engage additional platform, application, or network support engineers based on findings.

Escalation

If the outage cannot be resolved within one hour, discuss with the management for direction for further escalation, including:

- rollback any recent changes or patches
- system restarts (if not attempted previously based on prior incidents)
- cluster failovers for server, database, or applications
- vendor engagement through designated platform or application point of contact

Closure

Once the issue is resolved, document all steps taken to remediate the issue in the ServiceNow incident ticket. This will assist in troubleshooting future incidents and provide background information for postmortem meetings required by the Problem Management team.