

Cloud Support and Escalation Process

Roles

1. On Duty First-Tier Support
 1. Santhosh
 2. Dinesh
2. Support Manager
 1. Dinesh
3. On Duty Second-Tier Support
 1. Noah
4. Engineering Manager
 1. Raja
5. Engineering Council
 1. Jonathan
 2. Raja
 3. Vijay
 4. Michael
6. On Call Engineer
 1. Rotating team member assigned by Engineering Manager
7. Off Duty Engineer (Subject Matter Expert)
 1. Rotating team member assigned by Engineering Manager

Helpful Links

1. [Support Tools and Documentation](#)
2. [Cloud Pricing Support Play Book](#)

Procedure

ALERT

On Duty First-tier support is notified of an issue under the following conditions:

1. A configured metric threshold reaches an alarm state. Notification occurs in PagerDuty as well as Slack channel. An alarm can be triggered by a new release, load on the system or unexpected maintenance.
2. A customer raises a Cloud Pricing issue to an account representative or support rep via email, phone call, support forum. Notification should occur in Slack with all available information. (#support)

TRIAGE

Once On Duty First-Tier support is notified of an issue, they use the following checklist to triage:

1. First, collect the 5Ws (Who, What, Where, When, How). Gather as much information as possible, logs, customer emails, links to PagerDuty incidents, CloudWatch alarms, statsd. This is the Incident Report
2. File a new JIRA, in the MCT project, associated with the Incident Report
3. Next briefly search for related existing JIRA issues, known bugs or related incidents.
4. Evaluate severity based on following criteria:
 1. **How many users are affected?** The greater the number of users affected by a ticket the higher the ticket's priority.
 2. **What users are affected?** A ticket may only affect one user, but the user could be one of our most successful. Tickets affecting these users should have higher priority.
 3. **What's the impact to the user?** If the ticket blocks a user from using the software or is causing them to lose money, the issue should be higher priority. If the ticket is "nice to have" and not really impacting the user, it should be lower priority.
 4. **What's the impact to Monsoon Commerce?** If the ticket is causing Monsoon Commerce to lose money or possibly the customer, it should be given a higher priority.
 5. **How does the stakeholder feel?** Ask the stakeholder! Make sure you understand the priority from the stakeholders point of view.
5. Total time to triage an incident should be 30 minutes or less
6. Take appropriate remediation steps from Playbook.
7. If the severity exceeds an agreed upon threshold, **ESCALATE** to Support Manager.

ESCALATE

After On Duty First-Tier support escalates to Support Manager, decides the next course of action:

1. Take appropriate remediation steps from Playbook.
2. Escalate to Engineering Manager (Low Severity - must be taken care in a day).
3. Escalate to On Call Engineer (High Severity - must be taken care of in a few hours). This assumes that Playbook remediation has failed and there are no other options. At this point On Call Engineer must take appropriate action that they see fit, including escalating to Subject Matter Experts or Engineering Manager. (After 1 hour)

REMEDiate

Based on Incident severity, Engineering Council decides the next course of action:

1. Gather more information from On Duty Second Tier Support and/or Customer
2. Allocate engineering resources to remediate issue in short (next day) or long term (next or an upcoming sprint)
3. Rollback customer beta flag or release (worst case)

COMMUNICATE

On Duty Second Tier Support should be in communication with customer throughout the day based on Incident Severity.

POST MORTEM

Each week a post-mortem is conducted:

1. Incident is associated with Root Cause
2. Retrospective is performed (What Went Well / What Didn't Go Well)
3. New Metrics Discussed / Planned.
4. Increasing or decreasing Alarm Thresholds.
5. New Playbook Entries Discussed / Planned.
6. [Support Tools and Documentation](#) Updated.