NJ Support System > Reseach and Development

Escalation level 1. - Janesh sir

1	Live Servers	TAT (IN DAYS)	Approver	Approval Required
	Central Config. req – Mail Alias	2	Kinjal Sir	**Yes**
	Central Config. req – Connection Alias	2	Kinjal Sir	**Yes**
	Central Config. req – Property Entry	2	Kinjal Sir	N
	Central Config. req – Jar Deployment	2	Kinjal Sir	**Yes**
	Central Config. req – Webservice Deployment	2	Kinjal Sir	**Yes**
	Central Config. req – Block/Unblock Applications	2	Kinjal Sir	N
	Central Config. Req – Storagebox root directory required	2	Kinjal Sir	N
	Create and Configure New Application Server	5	Kinjal Sir	**Yes**
	Switch Applications among Servers	5	Kinjal Sir	**Yes**
	Server Issues – Tracing or Troubleshooting	2	Kinjal Sir	N
	Server Upgradation Required	5	Kinjal Sir	**Yes**
	Query or Info required	2	Kinjal Sir	N

2	Dev/Test Servers			
	Central Config. req – Create SVN	4	Kinjal Sir	**Yes**
	Central Config. req – Mail Alias	3	Kinjal Sir	**Yes**
	Central Config. req – Connection Alias	3	Kinjal Sir	**Yes**
	Central Config. req – Property Entry	3	Kinjal Sir	N
	Central Config. req – Jar Deployment	3	Kinjal Sir	N
	Central Config. req – Webservice Deployment	2	Kinjal Sir	N
	Central Config. req – Block/Unblock Applications	2	Kinjal Sir	N
	Central Config. Req – Storagebox root directory required	3	Kinjal Sir	N
	Create and Configure New Application Server	5	Kinjal Sir	**Yes**
	Switch Applications among Servers	5	Kinjal Sir	**Yes**
	Server Issues – Troubleshooting or Tracing	4	Kinjal Sir	N
	Server Upgradation Required	4	Kinjal Sir	**Yes**
	Query or Info required	2	Kinjal Sir	N

3	Amazon Cloud Servers			
	Server Issues – Troubleshooting or Tracing	4	Kinjal Sir	N
	Query or Info required	3	Kinjal Sir	N

4	Non-NJ Servers			
	Central Config. req – Mail Alias	3	Kinjal Sir	N
	Central Config. req – Connection Alias	3	Kinjal Sir	N
	Central Config. req – Property Entry	3	Kinjal Sir	N
	Central Config. req – Jar Deployment	3	Kinjal Sir	N
	Central Config. req – Webservice Deployment	3	Kinjal Sir	N
	Create and Configure New Application Server	5	Kinjal Sir	**Yes**
	Switch Applications among Servers	4	Kinjal Sir	**Yes**
	Server Issues – Troubleshooting or Tracing	5	Kinjal Sir	N
	Server Upgradation Required	5	Kinjal Sir	N
	Query or Info required	2	Kinjal Sir	N

5	New Development or RnD required			
	Miscellaneous	8	Kinjal Sir	**Yes**
	Query or Info required	4	Kinjal Sir	N

6	Finstudio Modules or Sonar Tool			
	Finstudio - Map / ReMap Database with Project	3	Kinjal Sir	N
	Finstudio Module Issues or Suggestions	3	Kinjal Sir	N
	Sonar Errors / Suggestions	4	Kinjal Sir	N
	Query or Info required	3	Kinjal Sir	N

7	Urgent(Priority) Process Required			
	Trace Server Unavailability	1	Kinjal Sir	N
	Miscellaneous	1	Kinjal Sir	**Yes**