

From: Peter Gale peter.gale@joyent.com
Subject: Follow Up on Issues 209801 and 210005 - Images Deleted
Date: 3 October 2017 at 10:14
To: 아라 (Ara) 고 (Go) ara82.go@samsung.com
Cc: Scott Hammond scott.hammond@joyent.com



Hello Ara,

I don't believe we have met or been introduced. My name is Peter Gale and I run the Support team in Joyent.

I am writing to you to follow up on the concerns you raised in the Mattermost 'SPC' channel on September 28th regarding the way we handled these issues and the way we communicated the status and updates.

The two key points you raised were as follows.

1. The communication was rather abrupt, or terse as Angela described it.
2. Support did not properly explain the reason to the users.

I must apologise to you for original mistake and the shortcomings in the way this issue was handled. It was a significant mistake that was made that caused the images to be deleted, caused by a simple oversight on our part. We will not be making that mistake again.

However after the problem was first brought to our attention we initially believed that there was nothing we could do to recover the images. I think we also did not really appreciate the impact this would have on your teams and so our communication was inappropriate. This is why we initially said that you would need to re-create your images. On reviewing the tickets I can see how these comments came across as abrupt or terse when looked at in isolation, as they were written in the context of previous messages, not all of which were in the same ticket. Again my apologies for this.

As the issue evolved we then realised that images could be restored and this has now been completed. We communicated this change of status on both tickets (209801, 210005).

When situations like this arise we take steps to address them. Following on from your comments in the SPC channel I reviewed the issue with Andrew Hill and also with Elizabeth Fee (Support Manager). We discussed how we could improve the communication and issue handling going forward. The steps we are going to take are as follows.

1. Investigate a way to provide an easy to read status summary of the issue in the help desk system so that anyone reading a ticket does not have to scan all the comments to understand the current status and actions. This will be especially valuable for long running and high severity tickets.
2. As an interim step, prior to implementing the status summary, we will ensure that we provide a recap of the status and actions periodically, especially after a lengthy time gap in messages, as occurred quite often on these issues.
3. Ensure that we fully determine the impact of an issue on the users as soon as the issue is opened and when we provide status updates. (This is part of our standard method for issue handling but it was overlooked in this case and I will be re-enforcing the need for this to the team).

I hope you all accept my apology for the mistakes made with this issue and I also hope that the explanation I have provided and the steps I have put in place will satisfy you that we will learn from this and improve going forward.

If you have any questions, comments or concerns arising from this I look forward to hearing from you.

Best regards

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