



DBGrow

Support Plan

Version: 1.0

Introduction

This document outlines DBGrow's comprehensive support plan. We are committed to maintaining maximum server uptime, 24/7 support, and near-instant response time. We will predominantly manage our support services through our support application, which will utilize Factom for multiple functions.

1.Scheduling

Tentative Support Schedule, PST / UTC:

23:00-5:00 / 6:00-12:00	Sebastian	@sfletchertaylor
5:00-11:00 / 12:00-18:00	Devon	@drkatz
11:00-17:00 / 18:00-0:00	Julian	@JulianFT
17:00-20:00 / 0:00-3:00	Devon	@drkatz
20:00-23:00 / 3:00-6:00	Julian	@JulianFT

Our expected weekly schedule will be posted to our website and factomized to our Schedule Chain on Mondays at 0:00 UTC.

In the event that a support staff member cannot work during their allotted time, they may use any company approved means of communication to arrange for another member to cover their time. A message dictating this change will be formed and submitted to Schedule Updates Chain, and will be reflected on both our website and in an updated post on our Schedule Chain.

2. Monitoring

DBGrow will be running a network of monitoring servers spread across multiple datacenters to track the uptime of our nodes and alert us of issues. In addition, our setup will monitor communication channels (discord) for announced restarts, node failures, and performance issues and will notify our team.

3. Notifications

In case the monitoring system detects any issues, the support staff on duty shall be immediately notified through text, email, discord, and through our app interface. This

ensures that even if momentarily away from the computer, our support staff on duty will instantly be aware of any issues. Upon receipt of such notice the staff on duty shall have 5 minutes to acknowledge through the application that they are moving to remedy the situation, after which the next support staff member will be notified in the same manner. This acknowledgement is factomized to our Support Acknowledgement chain. If in the allotted period of time, the support system is not met with a proper acknowledgment, the system will move on to the next staff member in line and notify them in the same way. The same process takes place with this support staff, and then the next. Upon first detection of a problem, the application will notify up to all 3 support staff in 10 minutes.

4. Proof of Support Demonstration

DBGrow's team will demonstrate 24/7 support regardless of whether problems emerge. Every 3 hours, starting at 0 UTC, we will commit an entry to the Factom Mainnet containing a handwritten status update from our support staff and eventually a 3rd party CAPTCHA token to prove the humanity of the sender. Each entry will contain a cryptographically signed signature by the sending member of our support staff for authenticity and attestation. We plan to release this application for use by the community. We are very serious in our commitment to maintain a healthy set of Authority Nodes, and hope this experimental approach will prove to demonstrate this commitment.