|  |  |  |  |
| --- | --- | --- | --- |
| **Phase** | **Support Center** | **Analyst** | **Segment Owner (Director/Manager)** |
| **Initial** | * Update incoming recorded greeting, based on call volume (when applicable) * Open Incident in Remedy – assign to solution oncall analyst | * Contact the Support Center / Place Remedy incident In Process * Email with notification of the issue:   **ISD Support Center Team**  **Appropriate ISD Distribution Lists**  **Appropriate Customer Distribution Lists**   * Pagewith notification of Customer Interruption:   **Segment Owner (Director/Manager)** | * Contact Analyst to acknowledge page * Confirm vendor, technical teams, and other resources are engaged as needed * Contact the Support Center. Update greeting as appropriate * Page ISD leadershipwith notification of issue   **Emily**  **Amanda**  Do NOT include “ASM” in page verbiage. |
| **In Process** | * Based on updates from solution analyst, update the recorded greeting and system status messages on the portals using SSO Manager | * Email update at regular intervals relative to the severity of impact to:   **ISD Support Center Team**  **Appropriate ISD Distribution Lists**  **Appropriate Customer Distribution Lists**   * Update Segment Owner promptly with significant developments and/or at regular intervals until situation resolution. Updates to include: * Scope of situation * Plausible source if known * Estimated recovery time * Impact to customer if known * Next steps/update | * Email update to ISD Leadership at regular intervals relative to severity of impact until situation resolution   **ISD Directors**  **ISD Mgrs**   * Facilitate escalation and/or additional resource engagement as needed |
| **Resolved** | Update incoming phone greeting upon analyst notificationRemove status messages from the portals using SSO Manager | * Notify that issue is resolved and operations have returned to normal: * Email resolution of the issue:   **ISD Support Center Team**  **Appropriate ISD Distribution Lists**  **Appropriate Customer Distribution Lists**   * Pagewith notification of resolution:   **Segment Owner (Director/Manager)**  **Appropriate Customer Distribution Lists**   * Create ISD Customer Interruption item immediately following the event for review by Segment Owner * Email Segment Owner with the ISD Customer Interruption number * Close Incident(s) in Remedy | * Confirm resolution with analyst * Page ISD leadershipwith notification of resolution   **Emily**  **Amanda**   * Contact the Support Center. Remove greeting * Email ISD Leadership with resolution/outcome   **ISD Directors**  **ISD Mgrs**   * Review and complete the Customer Interruption entered by the analyst in the On-line web based tool |

**2nd Tier Interruption Communication Process Placemat**

**This process defines the *minimum* communication steps required in the event of outage or significant performance impact to 2nd Tier applications.**