milCloud® 2.0 Incident Management Process Fact Sheet

Mission Partner (MP)

- Mission Partners are mC2 program customers that operate VPC environments within the mC2 computing environment
- They are first to detect end-user problems and alert mC2 via phone or email
- They provide feedback throughout the incident management cycle

Tier I (Help Desk)

- Tier I technicians function as initial contact between those reporting incidents and mC2
- Tier I gathers details and provides initial issue triage and resolution support for MPs
- Tier 1 may initiate recall procedure or escalate to Tier II or Tier III teams as applicable

Tier II (Operations)

- Tier II technicians offer in-depth technical and operational troubleshooting support to MPs
- The technicians address Tier I-escalated tickets and take over interfacing with the MPs
- Tier II responds to recall initiation and may escalate to Tier III if necessary

Tier III

- Tier III subject matter experts (SMEs) provide specific product and service expertise
- Tier III addresses Tier I or II escalated tickets and take over interfacing with the MPs
- [redacted]
- [redacted]
- [redacted]

Resolution

- The mC2 tier that resolves the issue must update the MP [redacted]
- The technician will also obtain MP confirmation of issue resolution
- [redacted]

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