Escalation of Service for Customers

Date: Sept 1, 2021

Definitions:

Production Issue: A production impact is when critical services are non-functional and impacting delivering critical business services.

Non-Production Issue: Test and Development applications servers and services are not considered production.

Standard Escalations - Open issues (Tickets):

For non-emergency escalation of a service issue, contact the IOT Help Desk at 317-234-4357 or 1-800-382-1095, and provide a ticket number, and request a "Service Escalation".

The IOT Help Desk will send an email to the manager and team, who currently has the ticket in their queue and request they contact the customer.

Emergency Escalation - Production Issue:

(1) End Users experiencing application issues should contact their agency IT Application support first.
(2) If the agency IT support contact determines there is a service outage, contact IOT Customer Service at 317-234-4357 or 1-800-382-1094
(3) Describe the impact of the service interruption and request **the issue be immediately escalated**
(4) The Help Desk (Business Hours) or Operations (After-Hours) will do the following:
   a. Create a ticket for the issue and provide the customer the ticket information
   b. Contact the person found on the "on-call" page 24x7, appropriate for the circumstance
   c. Upon successful contact, the on-call person should immediately contact the customer to notify of ownership of the issue.
      i. If Operations or the Help Desk is not successful in reaching an on-call contact they are to notify their supervisors or managers, immediately.
      (Currently On-Call has a 30 Minute response time. Typically, it is less time.)
      ii. If the customer does not receive a call back within 30 minutes, place another call to the Help Desk/Operations referencing the ticket number and lack of response. These will always get escalated to either Joe Lex, Joe Name, or Todd Baxter. We will make sure that an issue is actioned and that a status is provided to the customer.
(5) If, after following the preceding steps the customer feels that their issue is not getting prompt enough attention for any reason, then please contact:
   Todd Baxter - Deputy COO/IT Director - Core Infrastructure and Ops Services at 317-650-0590.

Todd Baxter