

Escalation procedure for operational problem at site change proposal

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On behalf of COD

The change proposal is to inform NGI managers about the problem **before** it reaches COD.

Why is COD proposing this change?

- To simplify the process by removing unnecessary actions
- To give NGI more control in its region
- To involve COD only when necessary

What we have now

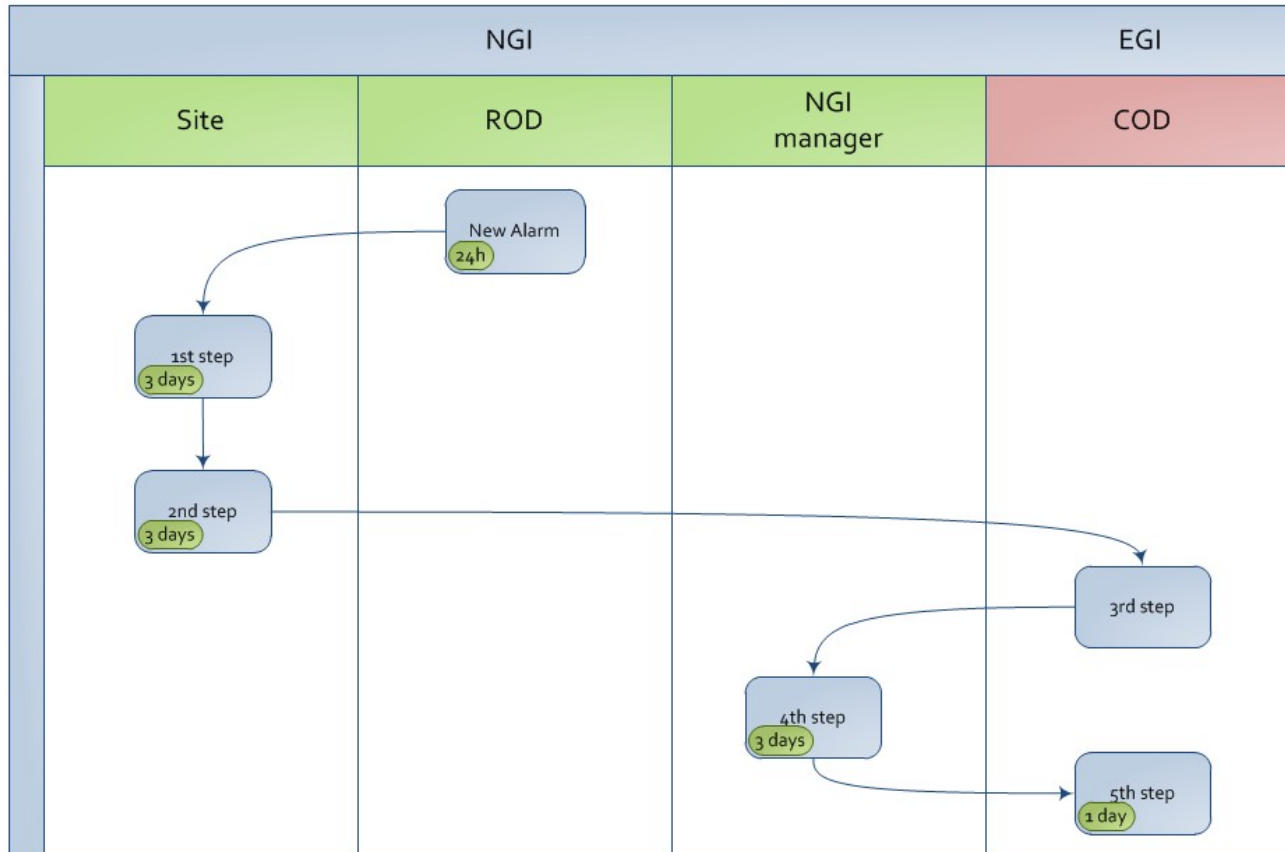
1st step – taken after 24h; ROD creates a ticket to site

2nd step – taken when site is not responding or not working on the problem

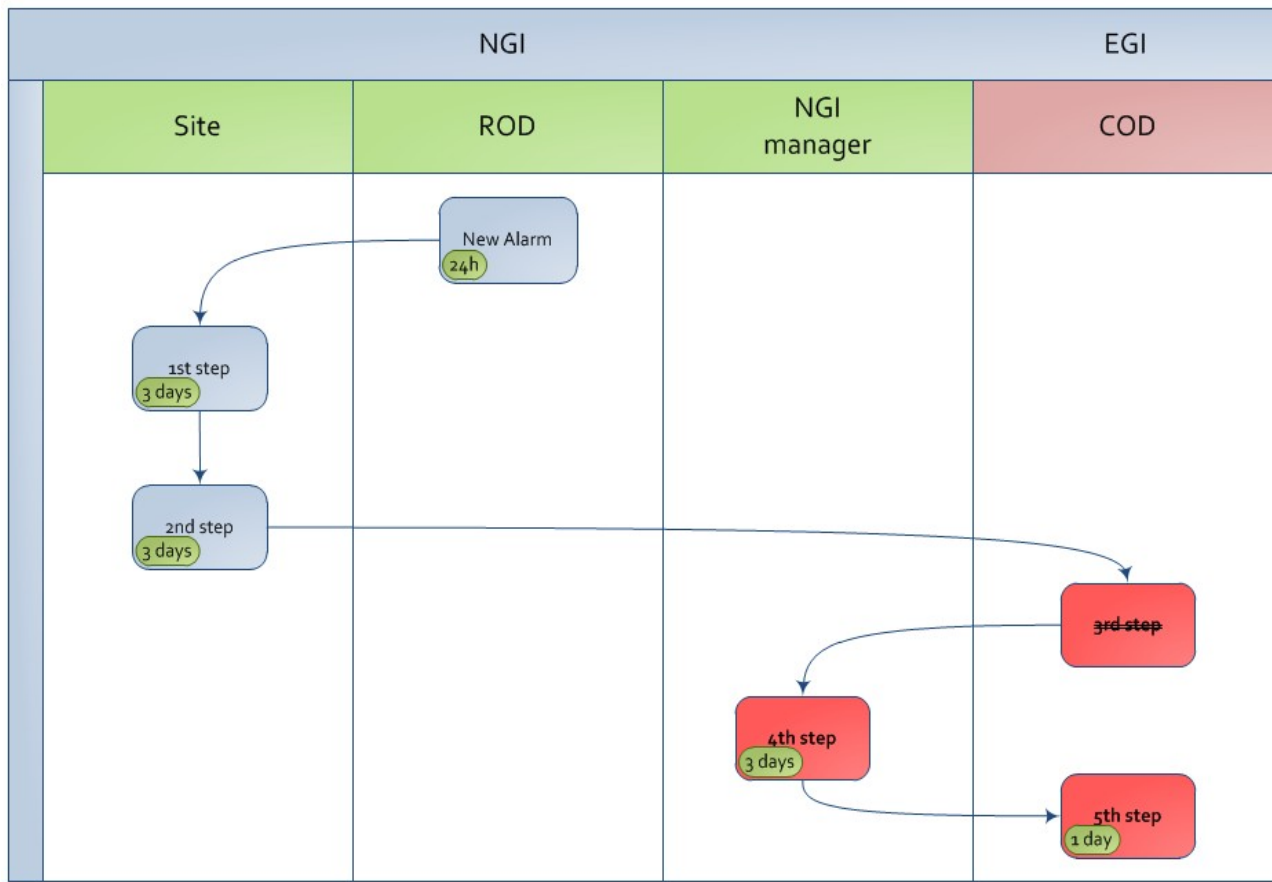
3rd step – site is still not responding; ticket is escalated to COD

4th step – COD is asking NGI manager to make site responsive or suspend the site

5th step – if NGI manager will not improve the situation or not suspend the site, COD will suspend the site



What should be changed?



1st step – taken after 24h; ROD creates a ticket to site

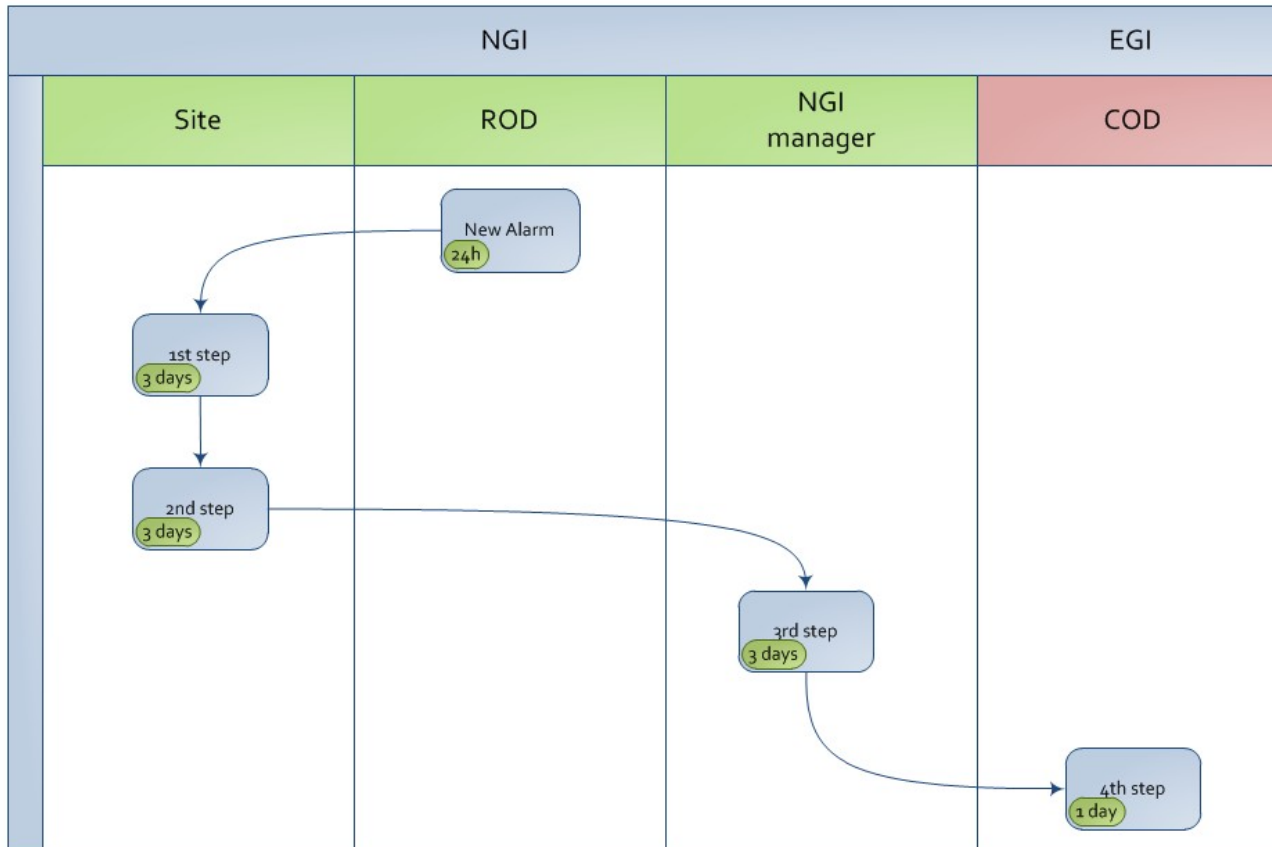
2nd step – taken when when site is not responding or not working on the problem

3rd step – site is still not responding, ticket is escalated to COD

4th step – ROD is raising the issue to NGI manager who should at the political level make site responsive or suspend the site

5th step – if the problem needs to be raised to EGI level NG manager ask ROD to escalate issue to COD

How procedure should look



1st step – taken after 24h; ROD creates a ticket to site

2nd step – taken when when site is not responding or not working on the problem

3rd step – ROD is raising the issue to NGI manager who should at the political level make site responsive or suspend the site

4th step – if the problem needs to be raised to EGI level NGI manager ask ROD to escalate the issue to COD

- Time lines will not change (in total 11 working days)
- We will have one step less
- COD is involved only at the end of escalation procedure when the issue should be raised and solved on EGI level
- **NGI manager is involved before COD/EGI**

- What if NGI will not escalate the ticket to COD when necessary?

Such ticket will be escalated to COD automatically after a month.