



GÉANT Operations Centre

How NRENs should make functional or Hierarchical Escalations to GÉANT Operations Centre for Support Issues

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Document Revision History

Version (Major.minor)	Date	Description of change	Changed By	Accepted By & Date	Date Active From
1.0	27-7-2015	First draft issued	Tony Barber	T Barber	26-2-2016
1.1	19-2-2016	Added new terminology of COMPLAIN and ESCALATE to differentiate between the kind of escalation. Presented to NRENs at Feb 2016 STF Amsterdam	Tony Barber	T Barber	29-2-2016
1.2	13-3-2019	Updated new GEANT LOGO and several changes to text to bring the document up to date.	T Barber	T Barber	13-3-2019
1.3	1-12-2020	Specific references to GOC rather than general GEANT and mention of account owners (Partner Relations)	T Barber	T Barber	1-12-2020
1.4	5-1-2022	Removed references to GEANT Service Assurance team and replaced with Service management	T Barber	T Barber	5-1-2022
1.5	3-2-2023	Updated phone number	T Barber	T Barber	3-2-2023

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1 **Flow Chart Summary**

N/A

2 Summary

GÉANT partners should have a mechanism for expediting or flagging issues of concern regarding incidents or support issues when dealing with the GEANT Operations Centre (GOC).

This document guides NRENs to use two terms in order draw attention to matters of urgency. They are as follows:

An NREN, customer or partner complaint will result in a hierarchical escalation and can be initiated by contact using the term **'COMPLAIN'** or **'COMPLAINT'**.

An NREN, customer or partner request for fault resolution expedition or escalation to a more experienced engineer or manager will result in a functional escalation and can be initiated by contact using the term **'ESCALATE'** or **'ESCALATION'**.

The types of escalation follow the ITIL and ITSM terminology that is currently used across the GEANT service area.

Each type of escalation will initiate different actions with the GEANT organisation and involve different communications paths.

In all cases, NRENs may also choose to contact their nominated account representative within GEANT's Partner Relations team.

3 Hierarchical Escalation (Customer Complaint)

To make a hierarchical escalation to GEANT, please use the word '**COMPLAINT** or **COMPLAIN**' when communicating with the GEANT Operations Centre.

When a **COMPLAINT** is received by GEANT, it invokes a process called 'INTERNAL ALERT'. An INTERNAL ALERT receives the same attention as a MAJOR INCIDENT (such as NREN disconnection or loss of a PoP). It results in near immediate hierarchical escalation to senior management and partner relation managers.

For example in an email or telephone call:

- "I wish to complain about the way my fault has been dealt with".
- "I would like to make a formal complaint about the way an engineer spoke to me".
- "We are not happy about the availability of our service and would like to complain to the management team".

A hierarchical escalation will result in:

- a) The issue being flagged in the GEANT Trouble Ticket System as an INTERNAL ALERT of TYPE=COMPLAINT
- b) Immediate email notification to the GEANT Engineering Management Team (includes GEANT Service Management) and the Partner Relations Team.
- c) Verbal notification to the GEANT Partner Relations Team, GEANT Service Management Team and the GEANT Chief Network Operations Officer as soon as possible.
- d) The issue MAY be assigned a GEANT Ticket priority of P1. This is the highest level and depends on the timing of the complaint or if more regular updates are relevant.
- e) Visibility of the hierarchical escalation in the GEANT Monthly Service Report
- f) Possible escalation to the GEANT CEO if applicable.

NRENs may choose to initially contact their nominated GEANT account representative instead of following this course of action. Either contacting the GEANT account representative or using this COMPLAINT mechanism are acceptable paths to take.

3.1 Hierarchical Escalation Matrix

Escalation Level	GEANT Representative
1	GÉANT Operations Centre Centre support@oc.geant.net +44 1223 733033
2	Head of GÉANT Operations Centre +44 1223 733033 hgoc@geant.org Or Head of GEANT Service Management
3	Head of GEANT Service Management +44 1223 866150 (office number) GEANT Partner Relations Team Partner-relations@geant.net
4	GEANT Chief Network Operations Officer +44 1223 371374
5	GEANT CEO

4 Functional Escalation (Escalation)

To make a functional escalation to GEANT, please use the word '**ESCALATION** or **ESCALATE**' when communicating with the GEANT Operations Centre.

A request for an **ESCALATION** may not always warrant a senior management involvement because it may not be a show of dissatisfaction but more likely a requirement to expedite.

For example in an email or telephone call:

- "I wish to *escalate* this fault which has been outstanding for 3 hours".
- "I would like to formally *escalate* this issue as it is now impacting our users".
- "We have not had any response to this problem, please can you escalate this".

A functional escalation will result in:

- a) The issue will immediately be brought to the attention of the senior engineer on duty.
- b) Verbal notification to the GEANT Partner Relations Team, GEANT Service Management Team and the GEANT Chief Network Operations Officer ONLY if deemed necessary
- c) The issue MAY be assigned a higher GEANT Ticket priority if agreed relevant.
- d) Possible escalation with a supplier, partner or relevant group, for example to a Supplier Service Manager or Account Manager

NRENs may choose to initially contact their nominated GEANT account representative instead of following this course of action. Either contacting the GEANT account representative or using this ESCALATION mechanism are acceptable paths to take.

4.1 Functional Escalation Matrix

Escalation Level	GEANT Representative
1	GÉANT Operations Centre Centre support@oc.geant.net +44 1223 733033
2	Head of GÉANT Operations Centre +44 1223 733033

Escalation Level	GEANT Representative
3	Supplier or vendor functional or hierarchical escalation path
4	GEANT Officers Informed only if deemed necessary

5 Related Documents

GOC-SD-PROC-02-Customer Complaint

GOC-SD-PROC-04-Escalation Process

<https://tts.geant.net/> FAQ#: 340044 — What are the GEANT OC Service Level Targets (SLAs)