

TITLE RESPONDING TO PROBLEMS	NUMBER PVI-5
	DATE October 30, 1989
APPROVED BY Rick Sullivan, Technical Services Manager	PAGE 1

PURPOSE

To explain the requirements for initial response to a hardware or system software problem, and requirements for management notification. This Procedure identifies responsibilities for the computer operator.

PROCEDUREDetermining the Problem

- Determine the source of the problem at least to the point where corrective action can be taken. For example, if software is the problem, determine which software; if the hardware is the problem, determine which hardware.
- If feasible, analyze any relevant data that may help to isolate the problem to a particular component.

Problem Resolution

If possible, take the necessary bypass, recovery, or other steps to resolve the problem yourself. Follow the applicable Procedures in this Manual and in vendor manuals if appropriate.

Initial Reporting

When a hardware or system software problem occurs, report it as shown in the table in Attachment 1.

If you are unable to report a problem before ending your shift, give all pertinent information regarding the problem to the computer operator on the next shift. Also, note this action in the turnover log.

Tracking the Problem

- Record changes in the status of the problem as soon as possible after they occur, in NETMAN as explained in Procedure PVI-5.
- At the time a problem is resolved or as soon as possible after it is resolved, update the problem record in NETMAN as explained in Procedure PVI-5.

Escalation to Management

- If a severity level 1 or severity level 2 problem is not resolved within its target resolution time, notify management as follows:

<i>Severity Level</i>	<i>Area</i>	<i>Target Resolution Time</i>	<i>Notify</i>
1	Hardware	Within 24 hours	Technical Services Manager
	Software		Operations & System Software Manager
2	Hardware	Within 3 days	Technical Services Manager
	Software		Operations & System Software Manager

- Severity level 3 and severity level 4 problems that are not resolved within their target resolution times are handled by the Problem Coordinator.

GUIDE TO INITIAL PROBLEM REPORTING

<i>If a problem has these consequences ...</i>	<i>Its severity level is ...</i>	<i>Reporting deadline</i>	<i>Reporting method ...</i>
Major impact, high visibility, affects ALL users	• (CRITICAL)	1 hour Earliest practical opportunity	a. Contact by phone or in person as shown in the Problem Contact Guide (Attachment 2). • Notify by PROFS note as shown in the Problem Contact Guide. • Log the problem in NETMAN (see Procedure PVS-10).
Possibility of major impact; high visibility affects MANY users	• (HIGH)	4 hours if day shift; by 9 a.m. next day if night shift. Earliest practical opportunity	• Contact by phone or in person as shown in the Problem Contact Guide (Attachment 2). • Notify by PROFS note as shown in the Problem Contact Guide • Log the problem in NETMAN (Procedure PVS-10).
Possibility of significant impact; may affect many users	• (MEDIUM)	24 hours Earliest practical opportunity	a. Notify by PROFS note as shown in the Problem Contact Guide (Attachment 2). b. Contact the vendor if necessary. c. Log the problem in NETMAN (Procedure PVS-10).
Minimal impact; low visibility	• (LOW)	Earliest convenient opportunity	a. Notify by PROFS note as shown in the Problem Contact Guide (Attachment 2). b. Contact the vendor if necessary. c. Log the problem in NETMAN (Procedure PVS-10).

PROBLEM CONTACT LIST

<i>Failed Component</i>	<i>Contact Order</i>
ACF2-MVS	2,10,9,7,4
ACF2-VM	2,9,7,10,4
AIR CONDITIONER	8,1,3,14
BURSTER	17,3,14
CA-SCHEDULER-MYS	6,10,2,9,7,4
CA-SCHEDULER-VM	6,9,7,10,2,4
CALCOMP	17,3,14
CHANNEL	17,3,14
CHILLER	8,1,3,14
CICS	2,10,9,7,4
CMS	9,7,10,2,4
CPS	17,3,14
DIRMAINT	9,7,10,2,4
DITTO	9,7,10,2,4
EREP-MVS	10,2,9,7,4
EREP-VM	9,7,10,2,4
FDR	10,2,9,7,4
HALON	8,1,3,14
JES2	10,2,9,7,4
MCI	5,3,14
MICS	10,2,9,7,4
MVS	10,2,9,7,4
M204	2,10,9,7,4
NETMAN	9,16,7,10,2,4
OLCF	9,16,7,10,2,4
OMEGAMON-MVS	10,2,9,7,4
OMEGAMON-VM	9,7,10,2,4
PIE	9,7,10,2,4
RAYCHEM	17,3,14
RSCS	9,7,10,2,4
SAS	10,9,2,7,4
SIEMENS	17,2,14

<i>Failed Component</i>	<i>Contact Order</i>
SMART	9,7,10,2,4
SYNCSORT	10,9,2,7,4
TSO	10,9,2,7,4
UPS	17,3,14
VERSATEC	17,3,14
VFORCE	9,7,10,2,4
VM	9,7,10,2,4
VMACCOUNT	9,7,10,2,4
VMBACKUP	9,7,10,2,4
VMMAP	9,7,10,2,4
VMMONITOR	9,7,10,2,4
VMOPERATOR	9,7,10,2,4
VMSCHEDULE	9,7,10,2,4
VMSORT	9,7,10,2,4
VMSPPOOL	9,7,10,2,4
VMTAPE	9,7,10,2,4
VTAM-MVS	2,10,9,7,4
VTAM-VM	9,7,10,2,4
3082	17,3,14
3083	17,3,14
3087	17,3,14
3089	17,3,14
3090	17,3,14
3092	17,3,14
3097	17,3,14
3174	17,3,14
3203	17,3,14
3274	17,3,14
3278	17,3,14
3287	17,3,14
3370	17,3,14
3380	17,3,14

PROBLEM CONTACT LIST (continued)

<i>Failed Component</i>	<i>Contact Order</i>
3420	17,3,14
3480	17,3,14
3705	17,3,14
3720	17,3,14
3803	17,3,14
3812	17,3,14
3820	17,3,14
3864	17,3,14
3880	17,3,14
3990	17,3,14
4994	17,3,14
6670	17,3,14
7171	17,3,14

PROBLEM CONTACT LIST (continued)

<i># from List</i>	<i>Na me</i>	<i>Phone Number</i>	<i>Vendors Phone Numbers</i>		
1	BECK, Harry	408-265-5782 x2232	<i>Vendor</i> ARCUS	<i>Service</i> Off-Site Storage	<i>Phone Number</i> 415-489-5100
2	BOKHOOR, Bijan	415-969-5126 x1090	CALCOMP	Repair	800-225-2667
3	DEGRADO, Bob	415-573-9391 x8933	IBM	Repair	800-426-7378
4	FLETCHER, Dennis	415-770-9321 x2211	INTERTEC	Keypunch	415-326-8066
5	KNIPE, Cathy	415-969-3299 x2922	NCR	Microfiche	408-946-9311
6	KRAUSE, Larry	415-369-4598 x2217	PCC	Power Comp.	800-527-6000
7	KURTZ, Scott	415-572-8155 x8992	SIEMENS	Repair	800-666-8006
8	LEWIS, John	408-923-3998 x2949	VERSATEC	Repair	408-435-1506
9	PACCIORINI, John	408-249-5345 x1029	WILLAMETTE	Laser Paper	415-785-2470
10	PICKER, Chris	415-538-6957 x2802			
11	PICKETT, Paul	408-295-7035 x2217			
12	SHARMA, Santosh	415-949-0501 x2819			
13	SPENCE, Doug	415-366-1104 x2217			
14	SULLIVAN, Rick	408-268-5395 x1044			
15	ZAHURSKY, Mike	408-296-9305 x2217			
16	HAFNER, Chris	408-732-7845 x2913			
17	Vendor	See Vendor Phone Numbers			

