



INCIDENT MANAGEMENT WORKFLOW - REACTIVE

USER GUIDE

Purpose and Objectives

This document explains the Reactive ticket workflow, the initial troubleshooting steps and ticket closure in more detail and is valid for almost all network services.

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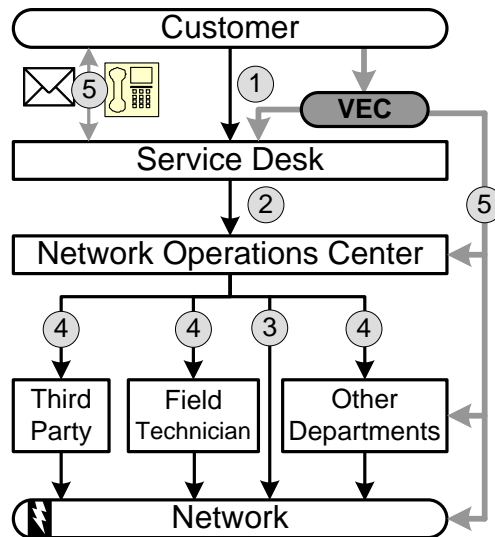
Incident Management Workflow - Reactive

The Verizon Incident Management (fault resolution) Workflow is globally consistent and is using one single ticketing system.

There are 2 similar workflows:

- Reactive workflow: Triggered by customers contacting the Verizon Service Desk or via Verizon Enterprise Centre portal.
- Proactive workflow: Triggered by an event (alarm) – this is explained in another Customer Training document

This document explains the Reactive workflow, the initial troubleshooting steps and ticket closure in more detail and is valid for almost all network services.



Below is more detailed explanation for the steps above:

1. You notice a service interruption or service degradation, and create an incident ticket via the Verizon Enterprise Center portal or by calling the Service Desk. The ticketing system will automatically check if a known issue exists for your service. The Service Desk will maintain ownership until the ticket is closed.
2. The ticket will be routed directly, or via Verizon's automated testing and ticket routing system, to the Network Operations Centre (NOC) that is responsible for this particular service type.
3. The NOC consist of technicians who are performing diagnostics and remote network restoration/configuration. The NOC always retains technical ownership until the fault is resolved. Whenever required, technicians from the NOC may contact your technical point of contact to discuss a technical issue.
4. If the NOC is not able to fix the fault remotely then a Third Party (PTT/Carrier, Vendor), Verizon Field Technician or a different Verizon department may be engaged. The NOC will co-ordinate, obtain progress updates and escalate when required. In order to speed up the resolution and improve communication, Verizon has implemented real-time ticketing system interfaces with many Third Parties like British Telecom, France Telecom, Deutsche Telekom, Colt Telecom and Cisco.



5. At any time you may view your ticket via the Verizon Enterprise Center portal which contains real-time updates from all the involved departments and may include alarm or router log information. You may also to set-up email notification rules via the Verizon Enterprise Center portal or may use it to ask a question, to escalate or to close your ticket. The Service Desk may be contacted via phone, email, Verizon Enterprise Center portal and live chat. The Service Desk may also assist you to set up email notification rules (in the English language only) to obtain near real-time status updates. You may also request the Service Desk to call you at specific time intervals for ticket status updates.

Please note that major network failures may impact multiple customers simultaneously and hence the Service Desk will not always be able to provide repair progress updates by phone. In these cases you may hear a pre-recorded announcement when calling the Service Desk. The Verizon Enterprise Center portal should be used to view the repair progress.

A “parent” network incident ticket will be created by the Verizon network management centre. Your ticket will be cross-referred to this ticket and updates in the “parent” ticket will be automatically added to your ticket and can be viewed via the Verizon Enterprise Center portal.

Initial Trouble Isolation

The NOC technician’s first task is to verify if your reported issue can be replicated or if corresponding alarms can be found. Hence, it is important to provide as much tangible details as possible (exact time when the issue started, alarm logs, etc.) to the technician. This especially important in degraded service situations (latency, spurious errors) and traditional voice services (noise, clipping etc.).

Please note that even in cases when the NOC technician has verified that an issue exists, the trouble may eventually be isolated to an issue within your network. Therefore, we recommend that you provide a technical point of contact (including availability) with whom the NOC technician can liaise.

Please note that in order to preserve system logs which are required for trouble isolation, equipment should not be power cycled unless specifically requested by Verizon.

Especially in cases where a Third Party provides the local access network (i.e. copper wires), the NOC technician may require some basic Power and Equipment (P&E) checks to be performed by your local site contact. These checks are described in more detail below.

Please note that in order to preserve system logs which are required for trouble isolation, equipment should not be power cycled unless specifically requested by Verizon.



Power & Equipment (P&E) checks

The reason for the P&E checks is to fast track incident resolution. These checks are not required if a network issue (fiber cut, Provide Edge gateway outage, etc.) has been correlated to your service by the NOC.

The following items provide additional information regarding these checks:

- Many customers do not always notify Verizon via a Verizon Enterprise Center Change Management request when performing maintenance or removing power at their site. These activities trigger an event (alarm) which automatically creates an incident ticket.
Hence, the Service Desk would like to verify if no maintenance is performed or if any recent maintenance activity took place. You can consult our [SCHEDULED MAINTENANCE BY VERIZON USER GUIDE](#).
- A large percentage of events are caused by a loss of (commercial) power or an unstable power environment. Therefore, we would like you to verify if the site has power.
It is your responsibility to provide a continuous and stable power environment at your site. Verizon strongly recommends the use of UPS (Uninterruptible Power Supply).
- In many cases the Third party local access provider cannot access their modem (network termination unit) remotely to verify if an alarm condition exists.
Instead, the alarm conditions are visually presented via the LED's on the modem at your site and their status (green, red, flashing, etc.) identify if a fault exists in the local access network.
Some third party local access providers therefore demand the status of the LED lights when Verizon logs an incident ticket.
- We require your site access hours and local site contact person details in case a technician dispatch to your site is required.
Many Third Party's will not dispatch a field technician to check their local access network if this information is not available. They require a national phone contact number as their technicians are often not able to dial international numbers.
Your local site contact may also be contacted by a NOC technician to go through the P&E checks step-by-step.

Please note that in order to preserve system logs which are required for trouble isolation, equipment should not be power cycled unless specifically requested by Verizon.

Please note that you may be charged in case a technician is dispatched to your site and finds that the equipment does not have power or if unauthorized changes were made to the Verizon equipment or cabling.

Ticket Closure

The Verizon Service Desk will always attempt to contact you to request your permission to close the incident ticket. A short summary of the incident cause and resolution will be provided. If we have been unable to contact you or no response is received, it will be assumed that you approve the ticket closure. A closed ticket cannot be re-opened.

Please note that you can use the Verizon Enterprise Center portal to read the incident summary, resolution codes, request ticket closure or deny permission to close the ticket.



Service Assurance User Guides Library

Documents can be found on the [Service Assurance User Guides](#) page.
The latest version of this document can be always found [here](#).

General Customer Training Information

Go to our [Customer Training Portal](#)* to enroll in training or to download other user and reference guides.
*Registration is required

Verizon Enterprise Center

The [Verizon Enterprise Center](#) portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page [here](#).



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