RIVIAM digital care

Escalation Procedure

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08/05/2024	0.1	Draft	Paul Targett
10/05/2024	0.2	Review	Lynsay Redwood / Christine Targett/ Claire Hopkins / Gareth Butt
14/05/2024	0.3	Final review before customer release	Paul Targett
29/05/2024	0.4	Updated with roles and responsibilities matrix	Paul Targett
30/05/2024	1.0	Release	Paul Targett

1 Document

1.1 Purpose

This document defines the contract escalation process for customers who are in production operational environments.

The purpose of the document is to have an agreed process and expectations around what happens for different types of production events.

2   Definitions

2.1   Accountable service roles

Person who has contract accountability for the provision or management of the contract.

2.2   Business day

Monday to Friday excluding England Bank Holidays.

2.3   Customer

RIVIAM Digital Care contracted customer.

2.4   Customer First-Line Support

The customer provides first-line support to their staff members and sub-contractors. The customer will create a production incident ticket after local first-line analysis.

2.5   Customer Escalation Team

A group of people defined by the customer who will be available to meet when a Level 1 escalation protocol is called.

2.6   Customer Escalation Manager

An identified person who is the contact point for the level 1 escalation decisions.

2.7   Priority Levels

When a production issue is received it will be classified into one of the following categories:

Level	Severity	Criteria/ Description of production issue	Response time
1	Critical	If 100% of RIVIAM Cloud has stopped working completely and is non-responsive.	RIVIAM will respond to the customer within 1 hours with a summary of what has happened and an outline plan for recovery.
2	Major	If components of the RIVIAM Cloud or RIVIAM Mobile have stopped or are intermittently working.	RIVIAM will respond to the customer within 2 hours with a summary of what has happened and an outline plan for recovery.
3	Minor	If there are one or more issues with the functionality of RIVIAM Cloud or RIVIAM Mobile that the customer believes tshould be improved.	The production incident will be included with a list of enhancements and prioritised by RIVIAM to be released on a quarterly basis.

2.8 Production Incident Ticket

When a production issue occurs and is identified by the customer, an incident customer support ticket is created by emailing support@riviam.zendesk.com . The email should clearly state:

1) A description of the production problem.
2) The impact that the problem is having on the customer.
3) When the problem started.
4) Identify if the problem is impacting one or more of RIVIAM Cloud Components. Please see section 2.8 which lists RIVIAM Cloud Components.

In response, RIVIAM's Customer Support help desk system will return a confirmation email of receipt.

2.9 Production Issue

A technical issue that occurs on a business day within the Customer Support Hours that causes the customer a problem where the IT service provided is not operating as contracted.

2.10 RIVIAM Cloud Components

RIVIAM is made up of a number of components that create the overall service. These components are as follows:
- Public eConsent website & email PDF of consent
- RIVIAM Web website used by clinicians and administrators
- Schools Portal used by school administrators
- RIVIAM nurse's application provided on iOS or Windows and used within schools
- Reporting services
- TPP SystmOne upload and real-time integration.

2.11 RIVIAM Customer Support Hours

RIVIAM Customer Support help desk offers IT customer support, Monday to Friday, 9am to 5.30pm (excluding bank holidays).

3   Escalation Process

The escalation process is based on the customer raising a production incident support ticket during RIVIAM Customer Support Hours. RIVIAM will respond with an acknowledgement of the problem within 1 hour of receipt. Then categorise the severity of the production issue into one of the three levels detailed below. Each level has a different response time that is in addition to the initial 1 hour.

- Level 1 / Critical – All components of RIVIAM Cloud have stopped.
- Level 2 / Major – One or more component(s) of RIVIAM Cloud have an issue.
- Level 3 / Minor – There are no production issues, but the request is for advice or a change for a future release.

For a Level 1 production issue, the most critical level, the Level 1 escalation protocol is put into action. This triggers an escalation meeting with the customer's escalation team to agree and manage the situation.

For a Level 2, this is where there may be a problem with one element but it is not stopping the whole service. For example, there is an issue with the RIVIAM Web application, however the RIVIAM mobile App is operating normally.. The communication is between RIVIAM's Customer Service manager and the Customer's escalation manager. If the Level 2 production issue(s) cannot be resolved within 24 hours, it is upgraded to a Level 1 escalation.

Production issues categorised as a Level 3 are requests that may be requesting data, data changes or new users. Any application suite functionality change requests will be reviewed and discussed at customer and RIVIAM operational meetings. The vast majority of received customer support requests fall into this category.

At the end of the process, for all levels the ticket is closed with the actions taken clearly identified. Following a level 1 or 2 incident an incident report will be sent to the customer within 10 working days.

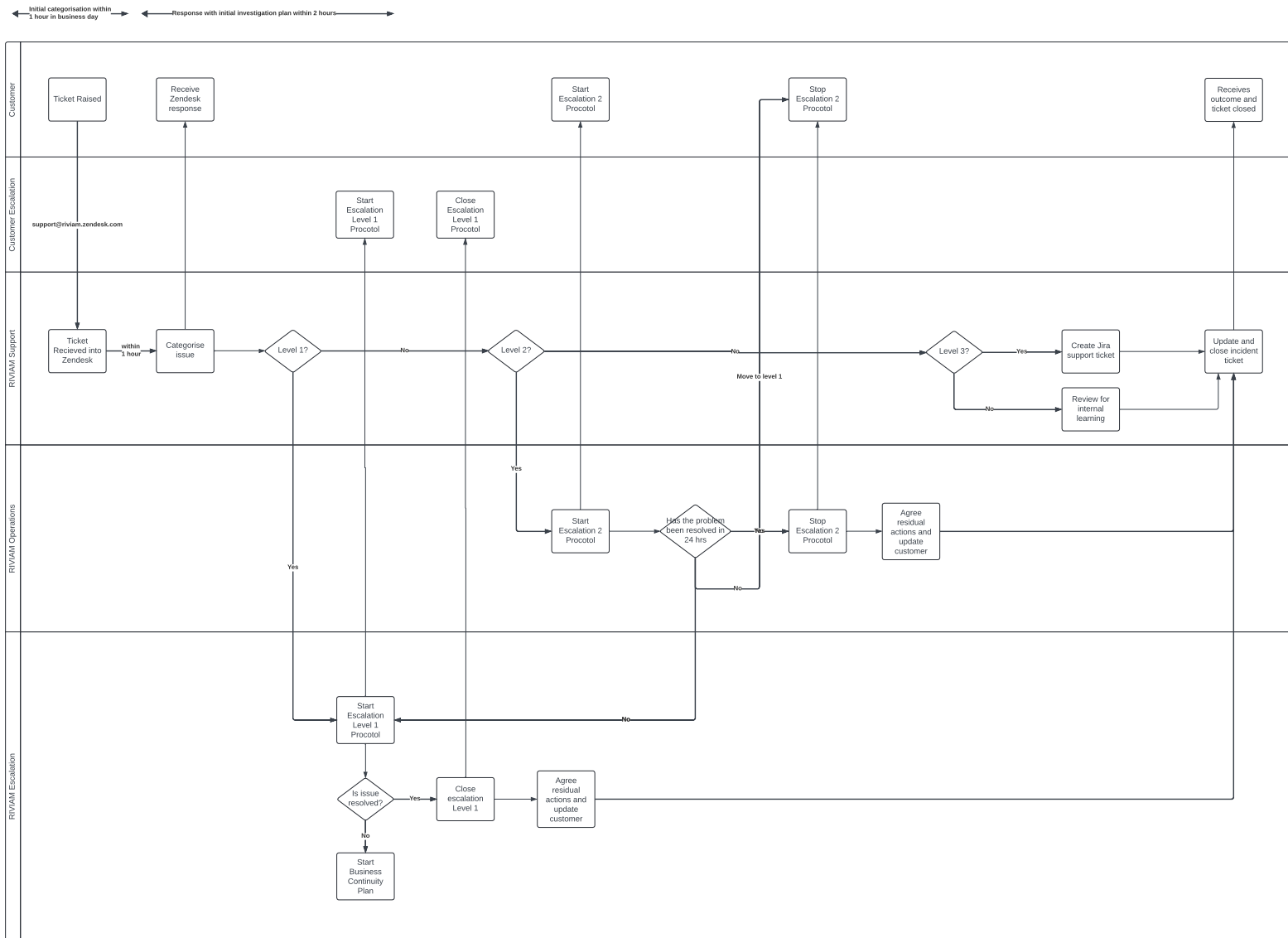The following diagram shows the high-level escalation flow.

Customer

Ticket Raised

Receive Zendesk response

Start Escalation 2 Procotol

Stop Escalation 2 Procotol

Receives outcome and ticket closed

Customer Escalation

support@riviam.zendesk.com

Start Escalation Level 1 Procotol

Close Escalation Level 1 Procotol

RIVIAM Support

Ticket Recieved into Zendesk

within 1 hour

Categorise issue

Level 1? — No —

Level 2? — No —

Move to level 1

Level 3? — Yes — Create Jira support ticket

— No — Review for internal learning

Update and close incident ticket

RIVIAM Operations

Yes

Start Escalation 2 Procotol

Has the problem been resolved in 24 hrs — Yes —

Stop Escalation 2 Procotol

Agree residual actions and update customer

No

RIVIAM Escalation

Yes

Start Escalation Level 1 Procotol — No —

Is issue resolved? — Yes — Close escalation Level 1

Agree residual actions and update customer

No

Start Business Continuity Plan

Figure 1 - Escalation Context Process

3.1 Level 1 / Critical Escalation Protocol

This is the most critical level of the escalation process where the RIVIAM application has stopped providing service in all of its components. It would mean that the public aren't able to access the service, the nurses cannot get service in schools and the administrators cannot use RIVIAM Web.

This protocol also applies to a level 2 escalation incident which is not resolved within 24 hours.

RIVIAM's Customer Service manager will notify the Customer's Escalation Team Leader and agree the setup of an escalation meeting. The escalation meeting then stays in place until the incident is resolved. This may require regular updates on the solution to the incident.

RIVIAM's technical developer operations team will provide an assessment statement that will allow RIVIAM to determine the scale of the problem before the first escalation meeting.

At the first escalation meeting, RIVIAM will outline the course of action it is following to identify the problem(s) and recommend the solution.

RIVIAM will perform the actions agreed and report back on an agreed schedule. If it gets to a point where the problem can't be resolved, the customer will be notified and asked to move to business continuity.

Otherwise, a process of checkpointing with the escalation meeting will take place until the problem is solved. At this point, a final escalation meeting will take place to close the incident.
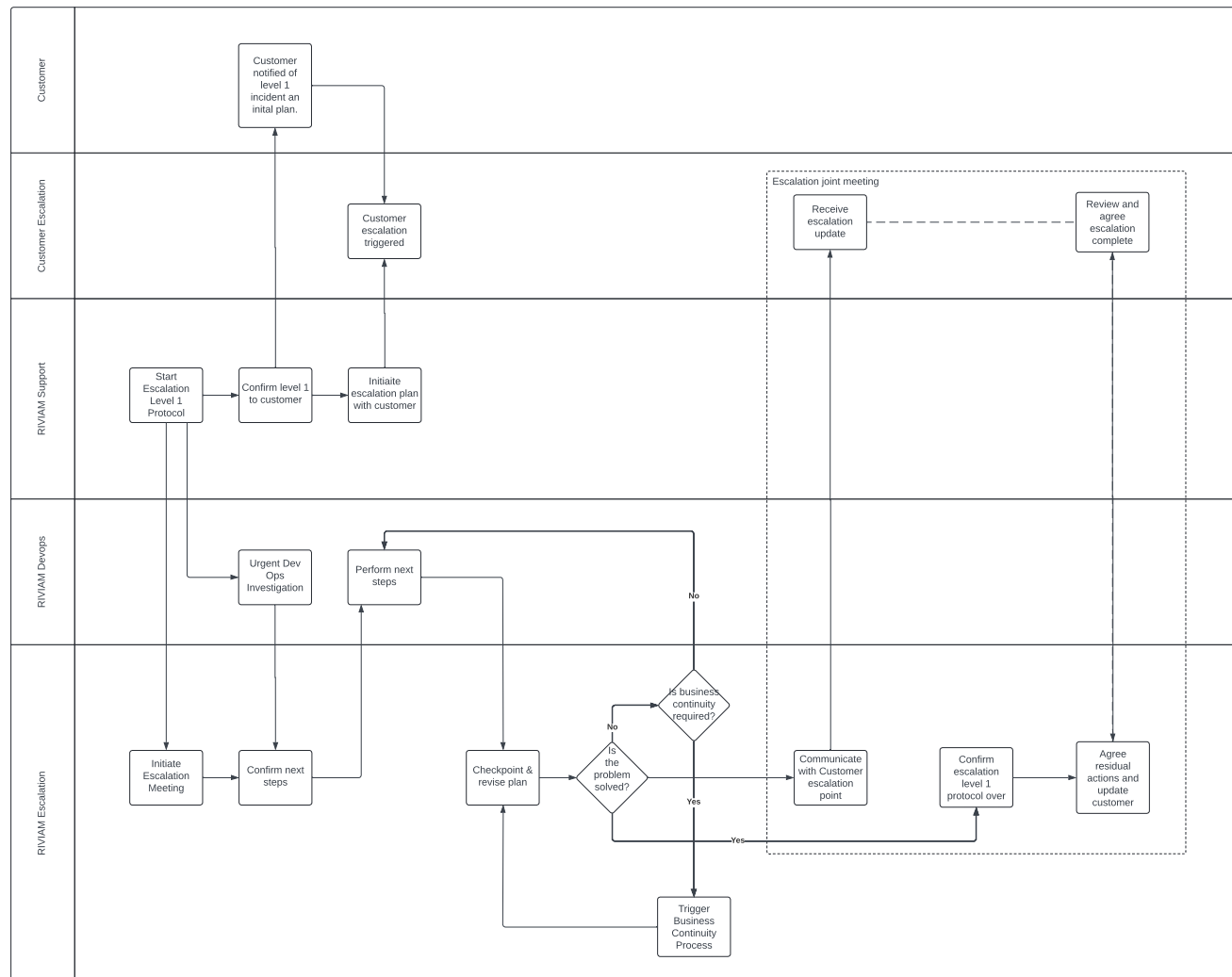
Figure 2 - Level 1 Protocol Process

3.2 Level 2 Major Escalation Protocol

The Level 2 Escalation Protocol is not dissimilar to the Level 1 Escalation protocol but does not require an Escalation Meeting. It is managed between the Customer's Escalation Manager and RIVIAM's Customer Service Manager.

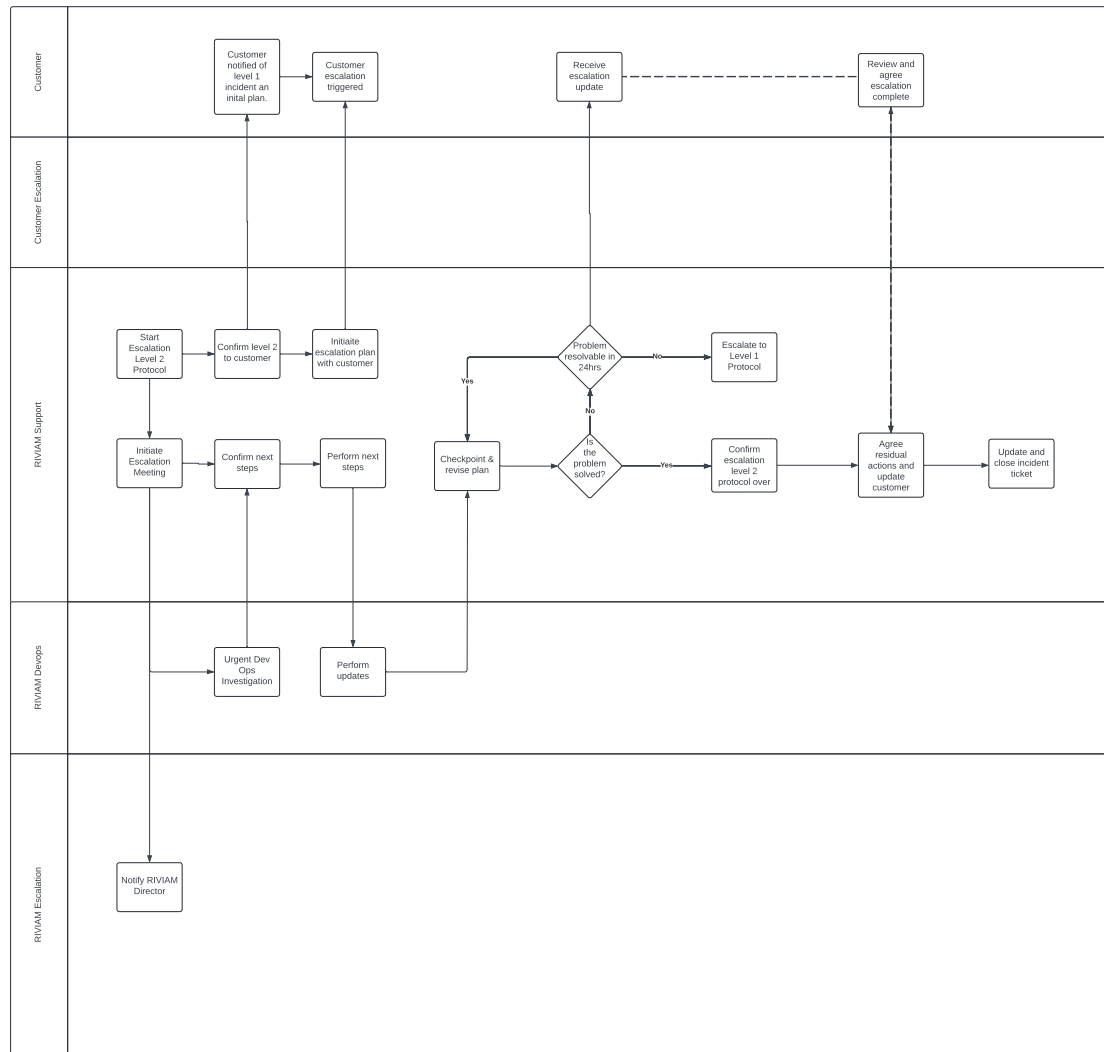If the problem cannotbe resolved within 24 hours, then the incident is escalated into a Level 1 protocol.

Figure 3 - Level 2 Protocol Process

3.3 Level 3 Minor Escalation Protocol

Customer Support tickets categorised as Level 3 Escalation Protocol will be managed by the RIVIAM Customer Support team and the user that raised the request.

4 Roles and responsibilities

The following defines the roles and responsibilities between the Customer and RIVIAM:

	Customer	RIVIAM
Accountable for the delivery of the service	Dan Greenleaf Assistant Director of Information, Performance and Planning	Paul Targett Managing director
Escalation Manager	Ernest Giles Head of Clinical Applications	Christine Targett Operations Director
Escalation Team	Imelda Keane Clinical Services Manager Immunisations	Lynsay Redwood Customer Success Manager Tim Whitlock Production Architect

5   Conclusion

In conclusion, RIVIAM's production incident support process offers a clearly defined approach to resolving issues, ensuring prompt attention to critical problems while efficiently handling routine enquiries. This process categorises production incidents based on severity, with Level 1 issues receiving the highest priority decreasing to Level 3 requests being managed through normal customer support activities. By following these clear communication protocols and established timeframes, RIVIAM ensures timely resolution of production issues while maintaining efficient support for its customer needs.