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INCIDENT MANAGEMENT WORKFLOW - PROACTIVE

USER GUIDE

Purpose and Objectives

This document explains the Verizon proactive workflow, the initial trouble shooting steps and ticket closure in more detail for Managed MPLS (PIP) services.

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Incident Management Workflow - Proactive Ticket

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

There are 2 similar workflows:

- Proactive workflow: Triggered by an event (alarm).

- Reactive workflow: Triggered by customers contacting the Verizon Service Desk – this is explained in another Customer Training document.

This document explains the Proactive workflow, the initial trouble shooting steps and ticket closure in more detail for managed MPLS (PIP) services:
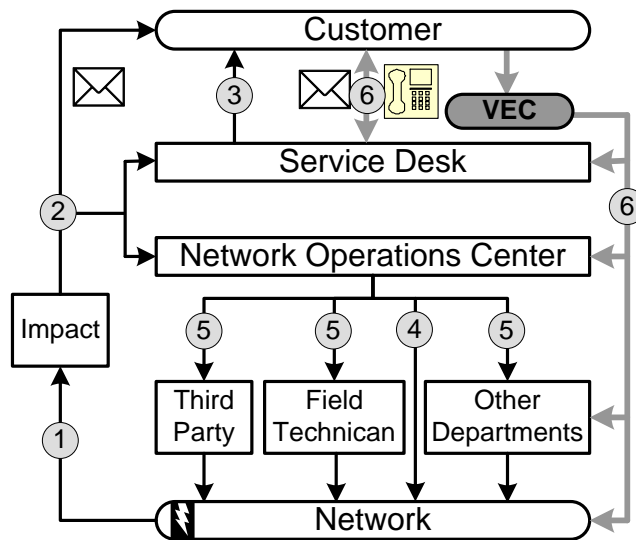
Below a more detailed explanation for the steps above:

1. A service impacting event (alarm) is detected by Verizon's global Impact monitoring tool. The events are filtered and correlated according to pre-defined business rules. When creating an incident ticket, Impact will check if the event is related to a Change Management activity or a Service Fulfilment request. The source of the Change Management activity might be you (for a scheduled nightly power outage at your site, intra office move, etc.), Verizon or a Third Party.

2. Once an incident ticket has been created, Impact will assign the ticket to a Service Desk bearing in mind your language and geographical preferences. The Service Desk will maintain visibility and ownership until the ticket is closed. At the same time, Impact will notify you by email that a ticket has been opened. Impact will also assign the ticket to the Network Operations Centre (NOC) that is responsible for your network. Verizon's testing and diagnostics system will then automatically execute a number of tests and record these in the incident ticket before a NOC technician starts with the initial trouble isolation process.

3. The Service Desk may call you to notify you verbally of the event and, if no known network issue exist, request Power & Equipment (P&E) checks that are explained in more detail below. You may be contacted even before a NOC technician has started with the trouble isolation process.

4. The NOC consists of technicians who are performing diagnostics and remote network restoration/configuration as well as co-ordination. The NOC always retains technical ownership until the

fault is resolved. The initial trouble isolation process is described in more detail below. Whenever required, NOC technicians may contact your technical point of contact to discuss a technical issue.

5. 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 ticket system interfaces with many Third Parties like British Telecom, France Telecom, Deutsche Telekom, Colt Telecom, Cisco and several other carriers in the United States.

6. 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 or may use the Verizon Enterprise Center to ask a question, to escalate or to close your ticket. The Service Desk may be contacted via phone, email, Verizon Enterprise Center and Live Chat. The Service Desk may also assist you to set up email notification rules (in the English language only) to obtain real-time status updates. You may also request the Service Desk to call you at specific time intervals to provide repair progress 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 center. 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 technician will attempt to connect to the Verizon equipment at your premises via an alternative access method such as ISDN back-up, HSRP back-up or the Out-Of-Band (OOB) modem. When the alternative access is:

- <u>Un-successful,</u> it is likely that an issue exists within your site. A NOC technician may contact your local contact to go through the Power and Equipment (P&E) checks step-by-step over the phone. Further trouble isolation will be deferred until the P&E checks have been completed.
- <u>Successful,</u> it means that there is power to the Verizon equipment on site. It does not mean that the next connected device (the Third Party Network Termination Unit for example) has power. Verizon may still ask you if these device(s) have power and to check cabling. However, trouble isolation will continue in parallel with the request for a P&E check.

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 that no maintenance is ongoing or if any recent maintenance activity took place.

- 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, using an Uninterruptible Power Supply (UPS).

- 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. Third Party's will never 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 unable to dial international numbers. Some Third Party's will not even troubleshoot their network if this information is not available. 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.
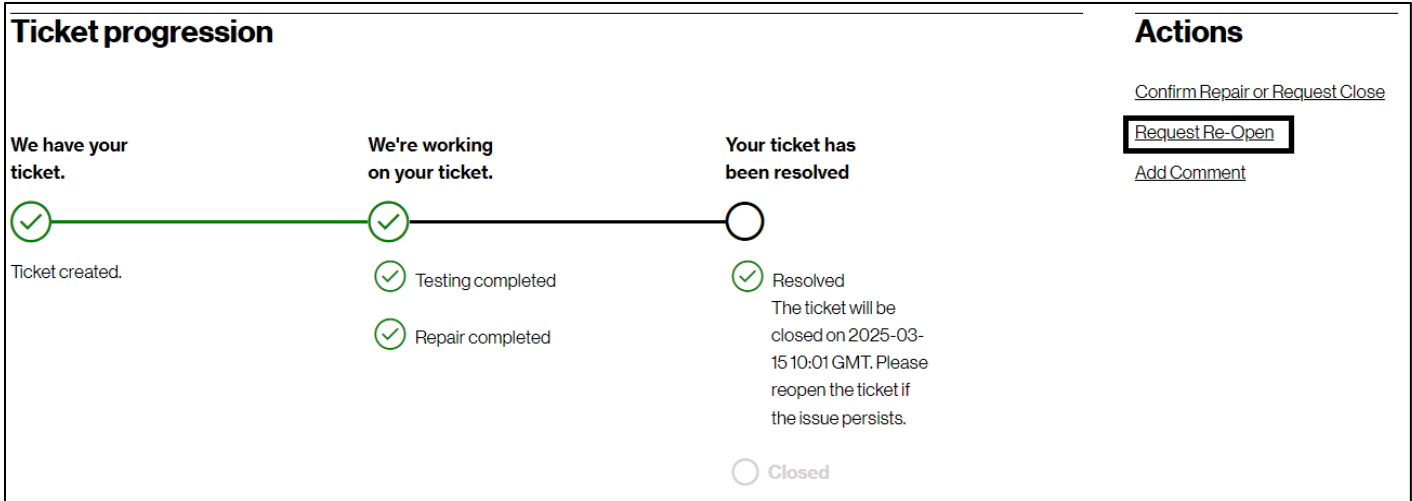
Please note that you may be charged in case a technician is dispatched to your site and finds that the equipment does not have power or if unauthorized changes were made to the Verizon equipment or cabling.

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Ticket Resolution

Once the incident has been resolved, a short written incident summary including resolution codes will be shared on the VEC portal. You may also receive a notification email, if subscribed.
It is important for you to verify that the service has been fully restored. If the issue persists, you can use the portal to reopen the incident. You can also reopen the incident to request additional incident resolution details.

Ticket progression

We have your ticket.
Ticket created.

We're working on your ticket.
Testing completed
Repair completed

Your ticket has been resolved
Resolved
The ticket will be closed on 2025-03-15 10:01 GMT. Please reopen the ticket if the issue persists.
Closed

Actions

Confirm Repair or Request Close
Request Re-Open
Add Comment

Example of an incident summary

Dear Fay,

We are pleased to tell you that your incident is resolved.

Verizon apologizes for the disruption to your service. Below you will find a summary of the events relating to your incident.

Ticket Opened: 2025-03-12 09:59 GMT
Ticket Resolved: 2025-03-12 10:01 GMT
Reason for Incident: HARDWARE - HARDWARE FAILURE - REPAIRED / REPLACED (VERIZON)
Incident Cause: EQUIPMENT HARDWARE ISSUE
Resolution Code: HARDWARE FAILURE
Resolved by: VERIZON

On 2025-03-12 at 09:59 GMT an incident ticket was created. Verizon conducted an analysis of our network utilizing our diagnostic tools to isolate the fault. This was the first stage of isolation. Further analysis was then carried out to investigate the service.

The incident was identified as a failure on Verizon's managed hardware and was resolved by a Verizon engineer. Your ticket was resolved on 2025-03-12 at 10:01 GMT.

At Verizon we are committed to providing stability of the services we deliver to you. As of best practice, the ticket is now being placed into our automated monitoring queue until 2025-03-15 10:01 GMT. Throughout this time, our managed services systems will monitor the service and should it fail before this period, we will reopen the ticket and have one of our Engineers investigate.

Thank you for your patience and for choosing Verizon.

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Ticket Closure

Typically, the incident ticket will be kept in the resolved stage for 3 days before the ticket is closed. A closed ticket cannot be reopened.

Requesting additional incident resolution details after the 3 days is often ineffective as technical logs typically are kept for less than 24-48 hrs.

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Service Assurance User Guides Library

Documents can be found on the <u>Service Assurance User Guides</u> page.
The latest version of this document can be always found <u>here</u>.

General Customer Training Information

Go to our <u>Customer Training Portal</u>* to enroll in training or to download other user and reference guides.

*Registration is required

Verizon Enterprise Center

The <u>Verizon Enterprise Center</u> 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 <u>here</u>.

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