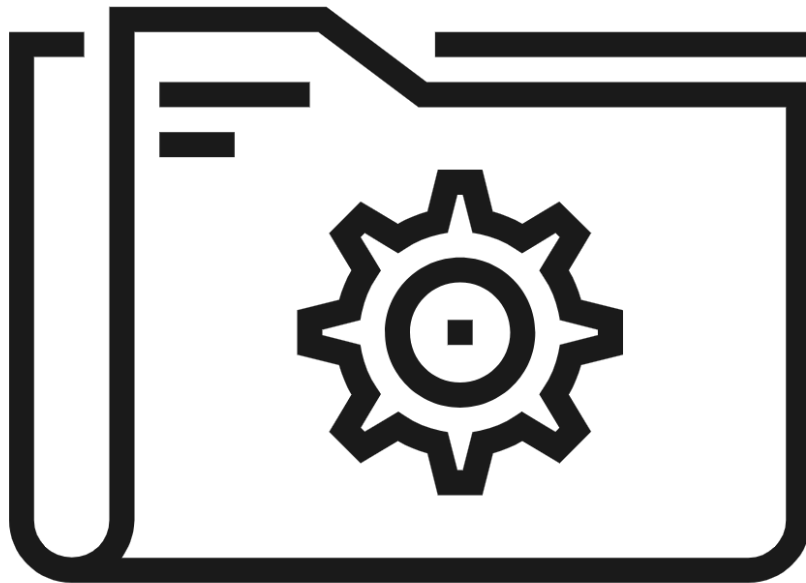


colart

# Colart Tech Outage Playbook

1.0



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## Purpose

The purpose of this document is to give clear guidance and instruction in the event of a major technical outage.

Technical Continuity Management (TCM) is directed at those incidents, which have the potential to cause significant disruption to the business and its customers/end users. It is a part of but not exclusive to Business Continuity Management (BCM).

In these circumstances, alternative arrangements are implemented to deliver acceptable levels of service and which remain in place until normal technical and or business operations are restored. The procedures, which underpin these arrangements, are detailed in the following document.

## Scope

This document applies to the Colart Tech department and relevant stakeholders (ie, end users). It details the steps necessary to ensure continuity of critical technical business processes in the event of loss of site, automation or people.

The playbook is to be instigated in the event of an adverse event and will be used in conjunction with the Technical Continuity Management Strategy policy.

## Tech Support

During the event of a technical outage/major issue the event should be logged (if possible) within the Jira support desk system. This ensures that the event is measured, tracked and visible to stakeholders. If it is not possible to raise a ticket due to a technical outage then a member of the Silver response team (page 5) should be contacted directly.

For a complete course and more information about the Tech Portal visit: [Jira How To](#)

### 1. Raising the Ticket

Log onto [Tech Support](https://techsupport.colart.com) (<https://techsupport.colart.com>) using your Colart credentials (ie, Peter.Griffen/your password)

1. Choose General IT Support:



[General IT Support](#)

If you cannot find the correct category for your request, please submit it here

2. Select your location (this will ensure the issue is escalated to the correct team) and describe the problem. The greater the detail, the greater the chance the responsible team will have to perform root cause analysis (RCA) quickly and efficiently.

What office are you from?

None

Please describe your issue

3. Choose "Not able to work"

How badly is this issue affecting your ability to work?

None

None

Able to work

Partially able to work

**Not able to work**

4. A major outage should affect more than 1 person, be that an entire team or more than your team (ie a business unit or global)

Who is this affecting?

None

None

Only me

**My team**

More than my team

- If possible, also attach relevant content that you feel pertinent to help the team solve the issue.

Attachment (optional)

📎 Drag and drop files, paste screenshots, or  
[browse](#)

[Create](#) [Cancel](#)

## 2. Calling Support

In the event that the issue is unable to be raised via the Jira Service Desk Portal then a member of the Silver response team can be contacted directly to ensure the issue is made aware of and managed accordingly.

Please be aware that incident managers work in their local timezones and a response may not be immediate if out of local business hours. An hour of hours support contingency is being organized and will be communicated and as appropriate when ready.

Tech Area	Name	Role	Contact
Infrastructure - Networks - Servers	Stuart Cooney	Head of Infrastructure	T + 44 782 461 9668 E: stuart.cooney@colart.com
Service Desk - End User Computing/Support - Telephony	Dan Ruzzak	Head of Service Desk	T + 44 738 446 0407 E: dan.ruzzak@colart.com
Applications - M3 - WMS	Patrick Ollier	Director of Applications	T + 33 2 43 83 83 07 E: patrick.ollier@colart.com
Digital - Web	Louise Booth	Director of Digital	T +44 208 424 3379 E: louise.booth@colart.com
Business Analytics - Power BI - MRC Reports - General Reports	Andre Van Niekerk	Head of Business Analytics	T +44 203 947 5846 E: andre.vanniekerk@colart.com
Escalation - CTDO	Toby Russel	CTDO	T +44 2084 243 250 E: toby.russell@colart.com

### 3. The Process – What Actually Happens?

During a major incident the incident manager responsible – usually (but not exclusively) a member of the Silver Team will co-ordinate the appropriate task force to work and resolve the issue.

This will involve:

- Investigation of the issue reported and an attempt to isolate the problem, following basic troubleshooting guidelines.
- Will determine where the incident lies (ie, Infrastructure, applications, etc)
- Service alert email notification to stakeholders via the Mission Control Squad email. Updates will be sent every hour with time scales for resolution
- Creation of a communications bridge between level 2 (silver), stakeholders and (if required) with providers in a call with real-time updates
- Once the case is closed and resolved, a post-mortem of the incident will be conducted by all relevant members of the team to ensure lessons learned and to mitigate potential future issues.

#### WHAT IS THE MISSION CONTROL SQUAD?

A dedicated team will be formed to deal with the specific issues at hand. This team will comprise of an Incident Manager and engineers specific to the issue (i.e. a network issue will be handled by the infrastructure team). The incident manager will be the main point of contact during the incident who will liaise between the business and the technical teams. Key stakeholders may or may not be asked to participate from a business perspective (i.e. carry out any validation tests and fixes) during the incident.

#### WHERE WILL THESE ALERTS COME FROM?

The email communication will be sent from the MissionControlSquad@ColArt.com email address as below:

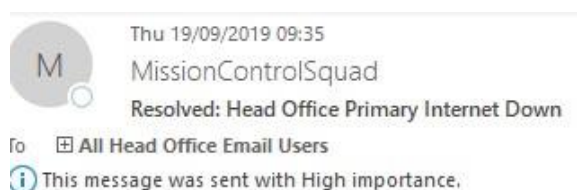





Figure 1: Example of Mission Control Squad as email sender


## SERVICE OUTAGE ALERTS

In order to provide visibility, communication will be sent regularly during the incident in the below format:


 Thu 19/09/2019 08:51  
 MissionControlSquad  
 Head Office Primary Internet Line Down

To  All Head Office Email Users

 This message was sent with High importance.

			<i>Next Update:</i>	10:00am
<b>Status:</b>	 <b>In Progress</b>			
<b>Reported Issue:</b>	Head Office Primary Internet Line Down			
<b>Severity:</b>	Severity 3			
<b>Business Impact:</b>	Access to group systems and internet browsing will be slightly slower whilst running off the backup line.			
<b>Ticket Opened:</b>				
<b>Incident Start</b>	Paris	03/08/2019 09:45	<b>Incident End</b>	03/08/2019 13:00
	London	03/08/2019 08:45		03/08/2019 12:00
	New York	03/08/2019 03:45		03/08/2019 07:00
	<a href="#">Not listed? Find the time at your location here</a>			
<b>Ownership:</b>	Stuart Cooney < <a href="mailto:S.Cooney@colart.co.uk">S.Cooney@colart.co.uk</a> >;			
<b>Update:</b>	19/09/2019: 08.30am: Report from ISP that primary internet line has gone down. Auto failover to secondary line instigated. Infrastructure team looking at any physical issues before speaking with ISP.			

## GLOSSARY OF OUTAGE REPORT:

**Next Update:** Usually an hourly basis but will be dependent on the nature and severity of the issue.

### Status:

- **In Progress:** The issue is currently being worked on.
- **Resolved:** Business processes/systems are back to normal. The incident is resolved, and no further action is needed.

- Hold – Internal: The incident is still ongoing, but a level of service has been resumed for business to carry on.
- Hold – External: The incident is still ongoing, but a level of service has been resumed in order for business to carry on whilst the 3rd party works on the problem.

### **Severity:**

- Severity 1: Major outage, severely affecting business processes.
- Severity 2: Extremely important, medium impact on the business.
- Severity 3: Extremely important, low impact to the business.

**Business Impact:** Describes what impact the issue has on normal business processes.

**Ticket Opened:** All incidents will be logged within the service desk system. This will ensure all incidents are recorded and managed appropriately.

**Incident Start and End:** This will show the incident start to end timeline in region-specific time zones.

**Ownership:** This will show the incident manager responsible.

**Current Status:** This will provide the latest information on the incident, including any developments, fixes, etc.

**Outage Bridge:** In certain incidents, an outage bridge (or live conference) will be set up to ensure that all stakeholders can communicate easily.

## **CONTACTS**



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