Incident Reporting Procedure Manual

Table of Contents

1   Objective

This document describes the Procedure for reporting and escalation of faults and queries through the help desk and via telephone.

2   Support Service Considerations

InteRed's support service to members includes the following:

- Physical review and logical status of the circuit in the InteRed node
- Preventive monitoring of link and traffic status
  - Credentialed access to https://portal.intered.org.pa/login
- Remote Support
- Incident notification service at the help desk via email to openticket@intered.org.pa

The expanded concepts of these services are described below.

2.1   Help desk

The support services are based on using the Help Desk as the only point of contact, to attend to incidents or queries in the shortest possible time. The Help Desk will register the cases in a database, which will assign a reference number for each case, and that will allow feeding the knowledge base.

2.2 Response Times

InteRed will have a response time to contact the MEMBER according to the severity criteria, according to the following table,

Table 1. Response times

Severity	Response time	Criteria
1	8 hours	Total link drop or all BGP sessions to all Route Servers
2	12 hours	Degradation or intermittencies affecting the operation and development of normal link activities, diagnosis of specific routes
3	48 hours	Remote hands and general inquiries

2.3 Escalation

If the case is not addressed before the response time defined in Table 1 has expired, the groups to scale are as follows:

Table 2. Escalation groups

Level	Email	Telephone	Allocation
1	ingenieria@intered.org.pa	+507 6566-5934	Engineering
2	administracion@intered.org.pa	+507 6677-0213	Executive Management

2.4 Opening Hours

Normal business hours are Monday through Saturday from 8:00 a.m. to 5:00 p.m.

3 Opening of Cases

To open a case, members must send an email to openticket@intered.org.pa, with all the necessary information for its review and attention.

In case of after-hours emergencies, it is necessary to open the case and contact levels 1 and 2 of Escalation point 2.3.

InteRed Panama

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