
NLA Service Operations

Client Escalation Process

Introduction

This document describes the process for clients to follow when they need to escalate a technical issue or incident with the NLA eClips service. The escalation process will cover how to contact the NLA during business hours and also out-of-hours.

Escalation to the NLA should only occur in circumstances where there is an interruption to normal eClips service delivery. Before escalating to the NLA, clients are asked to ensure that internal IT resources are consulted to ensure the issue is not present within the PCA's infrastructure. If the issue is in fact found to be with the NLA service then the PCA must first use the NLA Client Support Tools (found at: <http://cst.nla-eclips.com>) **before** escalating to the NLA. This will ensure that no issue is escalated to the NLA unnecessarily.

Examples of issues that may require escalation are as follows:

- No XML/IDS files available from the NLA (confirmed in the Client Support Tools)
- Cannot connect using FTP to nla-eclips.com
- Cannot view eClips content (after testing with multiple eClips user accounts)
- PCA branding elements not present on clippings
- Missing or malformed content
- Unavailability of the NLA Client Support Tools
- Any other technical malfunction with the eClips service

Escalation to the NLA during business hours (Mon-Fri 9AM – 5:30PM)

If an issue occurs that requires escalation to the NLA during business hours then the PCA should contact the Client Service team directly via email or via phone.

Details for escalation during business hours are as follows:

- Send email to clientservices@nla.co.uk
- Ring an NLA Account Manager:
 - Bob Johns: +44 207 332 9355
 - Nick Shackleford: +44 207 332 9362
 - NLA London: +44 207 332 9350

When ringing or emailing the NLA with an escalation, the following information must be provided to ensure that the issue can be resolved efficiently:

- Contact details for the person making the escalation
- Details regarding the issue that is being escalated
- Details regarding any investigation undertaken by the PCA (please include any error messages or screenshots)
- Confirmation that the NLA Client Support Tools have been reviewed
- Impact the issue is having on the PCA or PCA's clients

Escalation to the NLA outside business hours (Mon-Fri 5:30PM – 9AM, Sat & Sun, UK public bank holidays)

If an issue occurs that requires escalation to the NLA outside UK business hours then the PCA should contact the NLA Service Operations support team.

Details for escalation outside business hours are as follows:

- Ring the NLA Service Operations support number: **+44 (0)8444 822 175**
 - If the call does not connect for whatever reason, please try the alternate number: **+44 (0)20 3393 0665**
 - If the phone is not answered immediately, please leave a message providing contact details and a description of the issue.
 - After leaving a message, please send an email to support@nla.co.uk confirming an escalation has been made with contact details & a description of the issue.
- If the escalation is not confirmed by the NLA Service Operations support team within **5 minutes**, please call the support number again.
- If the escalation is still not confirmed within another **5 minutes**, please escalate the issue to the NLA Service Operations Incident Manager: **+44 (0)20 7332 9379**

Missing NLA Content

The NLA Client Support Tools (Unavailable Pages site) provide a list of any content which has been determined to be missing. The reasons for missing content can vary but tend to be due to the NLA not receiving the content from the publisher. The list of missing content is managed by the NLA's production facility and is updated as status changes. Please note; missing content posted to this site is only at the title, book & page level. Article level reporting is not made.

If a client has verified that content is missing and does not appear on the Client Support Tools or is at an article level, then escalation to the NLA should be made using the following processes.

Details for escalation regarding any missing content **during business hours** are as follows:

- Send email to clientservices@nla.co.uk
- Ring an NLA Account Manager:
 - Bob Johns: +44 207 332 9355

- Nick Shackleford: +44 207 332 9362
- NLA London: +44 207 332 9350

Missing Content: Title, Book or Page

The process to follow regarding missing content at a title, book or page level **outside business hours** is as follows:

1. A client suspects a missing book or page.
2. If the missing book or page is **not** listed on the Unavailable Pages site, check the Flat Plan to see if it exists in the NLA database.
3. If the missing content is **not** listed on the Unavailable Pages site or Flat Plan then- escalate to missingcontent@nla.co.uk with the relevant details, including the title, book, page & edition.
4. If it **does** exist in NLA database (as verified by the Flat Plan), check the Client Support Tools to verify if it has been distributed to the client FTP folder.
5. If it **has not** been distributed, then escalate via email to support@nla.co.uk and follow the email with a call to the client support number listed above.
6. If it **has** been distributed, check to see if it is still in the client's FTP area, either by manually logging in or by using the Client Support Tools.
7. If it **is** in the client's FTP folder, the client needs to download the files or escalate internally.
8. If it **is not** in the client's FTP area, check Client Support Tools to verify if the files have already been downloaded by the client.
9. If the Client Support Tools indicate that files **have** been downloaded by the client and are still unavailable, escalate internally.
10. If the missing content has **not** been downloaded, then escalate via email to support@nla.co.uk and call the client support number listed above

Missing Content: Article

The process to follow regarding missing content at an article level **outside business hours** is as follows:

- Send email to missingcontent@nla.co.uk
- When sending email, please include the relevant information to what is missing, which must include Title, Book, Edition, Page & Headline.

Upon the receipt of a missing content escalation, the NLA production facility will investigate the cause and once established will respond to the escalation accordingly within 15 minutes.

Malformed NLA Content

If a client determines that specific content is of substandard quality (i.e. malformed) the NLA provides a facility for reprocessing the affected content.

Details for escalation of malformed content are as follows:

- Send email to reprocessing@nla.co.uk
- When sending email, please include the following information:
 - eClips article ID
 - Detail regarding how the cutting is malformed

Upon the receipt of a reprocessing request, the NLA production facility will review the request per the NLA Clippings Guidelines document (found by following this link).

If the request is deemed valid, the production facility will reprocess the article, upload it to the eClips database, and reply to the escalation.

NLA Service Operations Incident Management Process

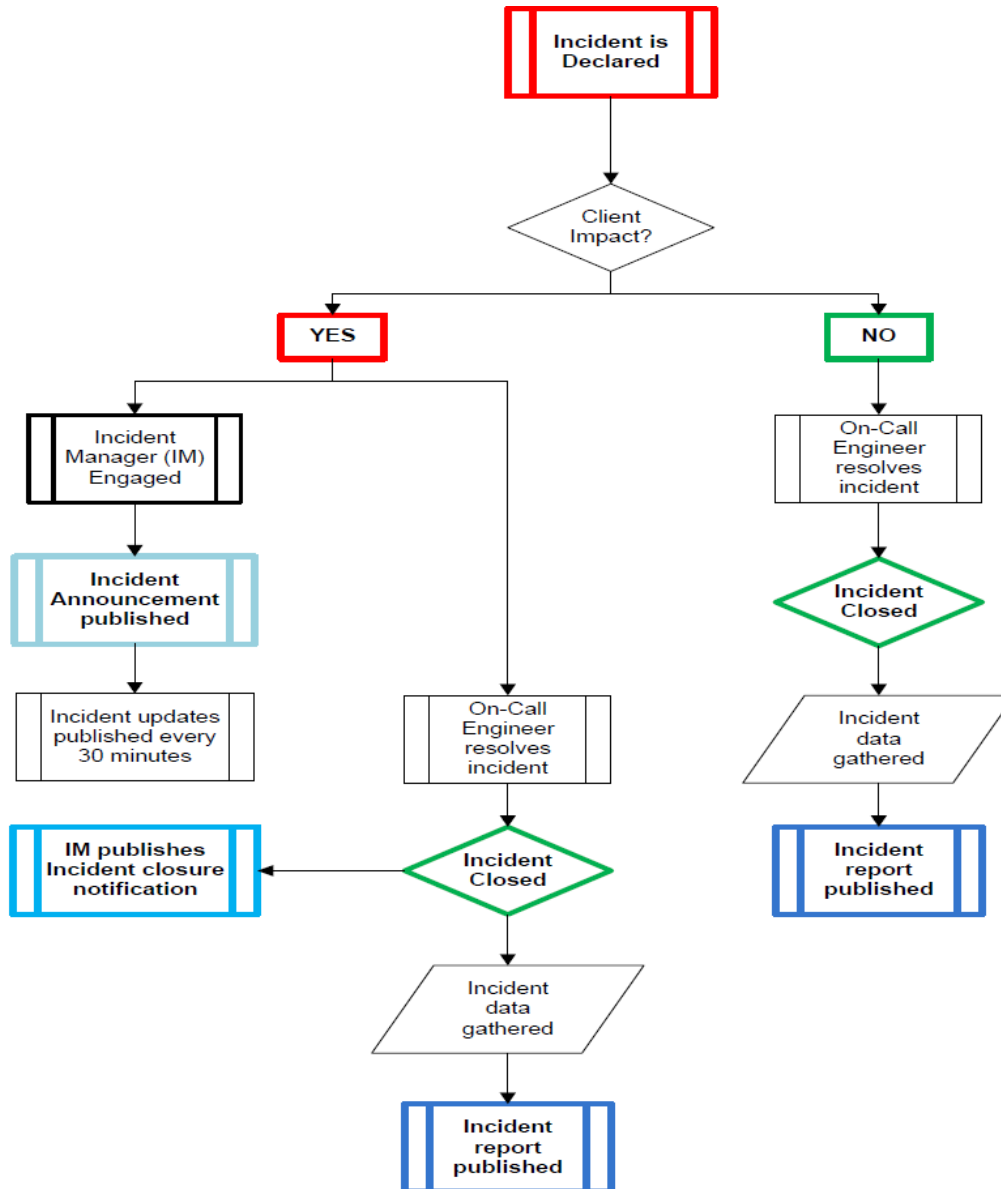
It is most likely that any technical issue escalated to the NLA is already being investigated. The eClips service is monitored at all times and issues are escalated to the NLA Service Operations Engineering team as they occur.

When an issue arises within the eClips service that is determined to cause client impact an incident is declared by the on-call engineer. Once an incident is declared, the Incident Management process begins. The Incident Management process ensures that clients:

- *are aware of an incident occurring*
- *understand the impact of the incident*
- *know when an update will be provided on the status of the incident*
- *know when the incident will be resolved (if possible)*

The Incident Management process ensures that the required resources from the NLA are actively pursuing a swift resolution to the incident and that clients are kept up to date with developments towards resolution.

An overview of the Incident Management process is as follows:



Incident Management Communication

During an incident, the Incident Manager will be available to support clients via the support phone number.

The Incident Manager is responsible for maintaining communication with clients and ensuring that the on-call engineer is provided with the necessary resources and information required to resolve the incident as quickly as possible.

All communication during the Incident Management process will be sent to eClips clients via the escalation email alias.

A report following any incident will be made available via the eClips Service Blog within 24 hours of an incident being resolved.