

# NLA Service Operations Client Escalation Process

## Overview

Escalation type	During business hours	Outside business hours
<b>General</b>	Account Manager <a href="mailto:ndavies@nla.co.uk">ndavies@nla.co.uk</a> +44 (0)207 332 6036	N/A
<b>Missing content</b>  <i>Title, book or page:</i> <ul style="list-style-type: none"> <li>Listed on Unavailable Pages site</li> <li>Not listed on Unavailable Pages site or Flat Plan</li> <li>Not listed on Unavailable Pages site, on Flat Plan but not distributed</li> <li>Not listed on Unavailable Pages site, on Flat Plan but not downloaded</li> <li>Not listed on Unavailable Pages site, on Flat Plan and downloaded</li> </ul> <i>Article</i>	<a href="http://nla-eclips.com/clients/shownotificationmissingcontent@nla.co.uk">nla-eclips.com/clients/shownotificationmissingcontent@nla.co.uk</a> <a href="mailto:support@nla.co.uk">support@nla.co.uk</a> <a href="mailto:support@nla.co.uk">support@nla.co.uk</a> Internal <a href="mailto:Reprocessing@nla.co.uk">Reprocessing@nla.co.uk</a>	<a href="http://nla-eclips.com/clients/shownotificationmissingcontent@nla.co.uk">nla-eclips.com/clients/shownotificationmissingcontent@nla.co.uk</a> <a href="mailto:support@nla.co.uk">support@nla.co.uk</a> <a href="mailto:support@nla.co.uk">support@nla.co.uk</a> Internal <a href="mailto:Reprocessing@nla.co.uk">Reprocessing@nla.co.uk</a>
<b>Malformed Articles</b>	<a href="mailto:Reprocessing@nla.co.uk">Reprocessing@nla.co.uk</a>	<a href="mailto:Reprocessing@nla.co.uk">Reprocessing@nla.co.uk</a>
<b>Technical</b>	Account Manager <a href="mailto:ndavies@nla.co.uk">ndavies@nla.co.uk</a> +44 (0)207 332 6036	NLA service support <a href="mailto:support@nla.co.uk">support@nla.co.uk</a> +44 (0)8444 822 175

## 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 GMT – 5:30PM GMT)**

If an issue other than those mentioned below in more detail 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:

Contact an Account Manager:

- Send email to [ndavies@nla.co.uk](mailto:ndavies@nla.co.uk)
- Call +44 (0)207 332 6036

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 GMT – 9AM GMT, 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 support number: +44 (0)8444 822 175
  - 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](mailto: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 Service Operations Management Team as follows:

- Dariush Golzarmanesh, Engineering Manager, +44 (0)7951 060 485
- Matt Groshong, Operations Director, +44 (0)7802 881 608

## 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. Please see below the escalation required for various types of content during and outside business hours.

### Missing Title, Book or Page:

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

1. A client suspects a missing title, book or page.
2. If the missing title, book or page is **not** listed on the Unavailable Pages site ([nla-eclips.com/clients/shownotification](http://nla-eclips.com/clients/shownotification)), check the Flat Plan (<http://nla-eclips.com/livestatus/flatplan>) 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](mailto:missingcontent@nla.co.uk) with the relevant details, including the title or book.
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](mailto:support@nla.co.uk) and follow the email with a call to the service 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 the 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](mailto:support@nla.co.uk) and call the service support number listed above

## Missing Article:

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

- Send email to [Reprocessing@nla.co.uk](mailto:Reprocessing@nla.co.uk)
- When sending email, please include the relevant information to what is missing, which must include Title, Book, Edition, Page & Headline.

The target completion time for processing missing articles is set to a rolling hour. E.g. If you send a request at 01:10 London time it should be completed by 03:00 London time, or if sent at 04:50 London time it should be completed by 06:00 London time, etc. Average turnaround times are 5-25 minutes.

The only exception to target completion times is from 04:00-23:00 London time on Sundays. The NLA production facility is unstaffed during these hours so any request sent during this time will be reprocessed from 23:00 London time onwards.

You will receive a response from the NLA production facility stating that your request has been completed or giving reasons for their inability to carry it out.

## 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](mailto: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.

The target completion time for reprocessing malformed articles is set to a rolling hour. E.g. If you send a request at 01:10 London time it should be completed by 03:00 London time, or if sent at 04:50 London time it should be completed by 06:00 London time, etc. The length of time it takes generally depends on the complexity of the request. Average turnaround times are 5-25 minutes.

The only exception to target completion times is from 04:00-23:00 London time on Sundays. The NLA production facility is unstaffed during these hours so any request sent during this time will be reprocessed from 23:00 London time onwards.

If the request is invalid you will receive a response stating this.

## 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.

## 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.