

DIGITAL CONTENT SAMPLE

Knowledge Base Document

This Knowledge Base document was created for the Technical Support team that handles customer queries.



This KB document provides the steps to be followed by the Technical Support person when an alert is received.



Wiki markup was used to format the content. The document was created and maintained in the client's internal portal.



An exclusive set of guidelines were compiled and followed to maintain consistency in presentation and writing style.

ABC Tech Support

KB Document

Checking ABC Alerts

Platform: Infrastructure

Product/Application: Network

Monitoring/Alerts/Request: Network

Notification List: N/A

Servers: N/A

Services/User: N/A

Escalation: Any ABC-related issue is escalated to the Network team and System team

Business Owner/Contact Info: Network team

Technical Owner/Contact Info: Network team

Description: ABC alerts help monitor all the ABC Network infrastructure devices. Email notifications are preconfigured in the monitoring application. The monitoring application sends alerts for every identified warning—critical, or down state of network devices. The team identifies the alert and takes appropriate action.

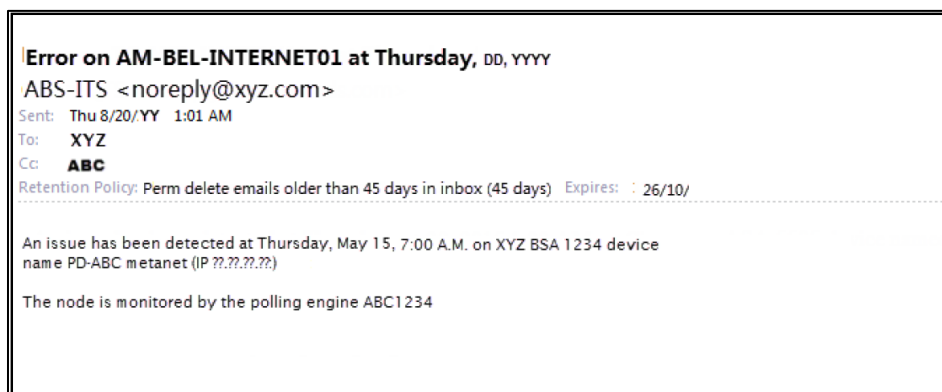
Procedures/Instructions:

Perform the following steps to check an ABC alert after you receive it in the **Inbox/ABC-ITS** folder:

Note: Folders such as “ABC-ITS” are categorized by the XYZ team under the XYZ inbox.

1. Open the ABC-ITS email and check if the alert is received either for device or for interface.

The following is a sample ABC-ITS email.



Note: If you find any alert related to the Internet link, then immediately escalate it to the Network team and call them to investigate the issue.

2. After checking the information about the alert, draft an email and send it to the Network team. Contact Network team or System team after the email is sent.
3. If an alert is critical, for example, in case production is getting affected, then open the bridge and call the Network team, System team, Manager on Duty (MOD), Jeremy Boswell, and Farai Alleyne.
4. After discussing the impact of the alert with all the teams concerned and seniors on the bridge, ask them to send a notification summary to the XYZ team.
5. Prepare a notification and send it to MOD, <Name>, and <Name> for approval.

Note: *The notification summary can be prepared using the Notification template, which is located at the following link: <http://wiki.abc.net>*

6. After getting approval, send the notification to the appropriate DL.