

Our Recovery Leader Training And Outage Management Certification Program

This program has been designed to ensure that the management of an event is efficient and thorough; ensuring the proper conduct of staff involved in an event, escalation and information broadcast is completed.

Why you need outage management:

You are in a competitive market place.
You should be providing a high quality service.
You should show professionalism
You should be viewed that you are continually striving to improve your services.

Program adaptability

Information provided in this page is based on a generic organization that can be adapted to any institution. Most of the persons responsibilities defined within this structure can be tailored to responsibilities of your staff.

TL 9000 quality system definition and Metrics

Definition of System Outage

TL 9000 quality system Metrics defines the System Outage only applicable to hardware and software products. It is a measurement of complete loss of functionality of all or part of any telecommunication system (not just switching).

Metrics Purpose

The purpose of the metric is to evaluate the downtime performance and outage frequency during field operation in order to reduce both the frequency and duration of outages and their associated cost and revenue impact.

Program covers:

Recovery Organization

Service Relation Manger (SRM Manager communicating at management level)
First Line Recovery Team (First Line technical support team)
Recovery Leader
Second Line, Specialized Recovery Assisting Team (Second Line specialists)

Overall Recovery Team Responsibilities

Recovery Team is to recover the system in such that functionality is restored. Ideally this will not include measures that impede cause

analysis later on, i.e. loss of disturbance data or other useful logged information.

Client Role

The Client is expected to allow on-site personnel to participate in the handling of the event. The Client should keep the Recovery Team informed of any recent or current activities that might affect the current situation.

Prerequisites to be a recovery leader

1. Have successfully completed a relevant Client service skill course.
 - Crises management
 - Client service (offered internally)
 - Emergency handling
2. Have completed a leadership skill course.
3. Have worked in a position of leadership such as a Team Leader or Manager.

Who is a recovery leader?

Technical

- Has high level broad knowledge and expertise in technologies that require outage recovery
- Has the ability to give broad technical suggestions to the team of support specialists when the event's investigation seems to stagnate.

Managerial

- Can motivate and calm-down, team members and re-establish confidence when needed.
- Can control the event progress and situation.
- Can contact with required Competence Centers (CC) to establish the recovery team.
- Can assign actions appropriately to recovery team.
- Can facilitate practical communication between stressed site and outage recovery team.
- Can facilitate practical communication between outage team and distant required expert or Competence Centers.
- Can maintain recovery team focus on restoring functionality and collecting required information for resolution.
- Can follow up on activities to be done by the Client or Vendor.
- Can publish Event News.

Behavioral

- Demonstrate appropriate service attitude and interaction ability.
- Demonstrate people relation skills.

- Demonstrate effective communication skills.
- Demonstrate ability to manage her/his own stress and to relieve Clients' stress.
- Demonstrate care for preventive maintenance actions (prevention for future occurrences).
- Demonstrate endurance to turn negative statements to positive resolutions.

What recovery leaders do?

- Coordinate the activities of recovering a system from an emergency situation.
- Make decisions as required
- Follow up on the event by broadcasting the Event News.
- Updates the Service Relation person of the situation so that Client management could be informed.
- Attend System Problem Analysis meeting if required.
- Initial report production so the report could use as a reference.
- Assist in follow-up report's preparation.

What are the properties of effective situation room (What is situation room)?

Recovery is a tough, sensitive and stressful work it should be carried out from a dedicated room (situation room), this is to prevent interference and distractions, to assist the leader and team members to achieve better and quicker result. Communication facility to conduct the recovery is usually phone but any other means could be used if needed.

Certification evaluates a leader for:

Candidate should be available and ready to attend an outage at all time during your shift.

You should be able to:

- Contact required competence or competence center
- Assemble the recovery team
- Maintain a calm and confident environment
- Make judgment and priority on team members proposed recovery solutions
- Update Client through the Service Relation Person
- Make decisions as situations change
- Provide any support that Recovery Team requires
- Recover the system

- Maintain all required data associated with the event for analysis
- Decide at what point escalate further and obtain assistance regardless that who is helping
- Producing the Event News broadcast that consists of the following elements:
 - Type of event, Client, Node name, Date, Problem Heading
 - System Info, Case ID
 - Summary of event, Follow Up Issues, Timeline of events
 - Recovery Team member names, Service Relation Person name
 - Client Representatives as applicable.

Remember Clients hate to repeat themselves