

MEMO

Department: DevOps and Security

Subject: RESPONSE PROTOCOL TO EMERGENCY LATENCY, TECHNICAL ISSUES AND EDIT REQUESTS.

In the event of unjustified and/or unscheduled Latency¹ on any of our Smart-lynk websites, a series of steps must be taken in order to complete mitigation. This memo aims to cover these procedural steps and escalation routes to be engaged in case of website latency.

B-lynk provides 24x7 Monitoring with real-time notifications. In the event of significant latency or unexpected downtime, customer will be notified immediately and tech status to be provided within 60 min. of the event.

1) Calling Help Smart-Lynk site related technical issues

Email : support@b-lynk.com

Phone: 813-321-1515 (Option 2)

Escalation Path:

- **Luis Gill:** lgill@b-lynk.com
Phone: 727.504.5994
- **Katie Merrill:** kmerrill@b-lynk.com
Phone: 813.321.1819

2) Complex Maintenance Requests

Commonly associated with a product release. Also considered non-urgent major updates. They require submittal of release notes, additional project planning calls and coordination. If authorized by WebEx Calling Product Team, customers may contact us at:

¹ Minimum delay required for the data browsing the network between the web server and the web user's browser, and vice versa. Latency is then related to the time between the visitor and the server hosting the website.



October, 2018

Email: support@b-lynk.com

OR

Enter a Task at:

<https://projectmanager.teamworkpm.net/#projects/339749/tasks>

(authorized users only)

Escalation Path:

- **Melissa Kohen:** mkohen@b-lynk.com
Phone: 813.375.9909
- **Katie Merrill:** kmerrill@b-lynk.com
Phone: 813.321.1819

3) For Smart-Lynk Requests

Considered minor updates to website, including content and/or site navigation edits.

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