# 24x7 Service Support

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- ## Two levels of support for critical services
  - ### Guaranteed Support — Piquet Service
    - Where level and/or risk of service incidents is high
      - and where the support team is large enough.
  - ### Best Efforts Support
    - All other cases.
    - Services often offer mechanisms to protect users from hardware or software failure.
      - But these should be used: e.g. connect to database identifier (cluster TNS entry), not specific host name

# Calling Support

- **Operators will call support**
  - Following documented procedures in case of alarms
  - In response to
    - a GGUS alarm ticket
    - a mail to the <exp>-operator-alarm email list
      - GGUS alarm tickets are routed here directly as well as to GGUS for tracking.
    - a phone call to 75011 from a member of the <exp>-operator-alarm list
      - should be as follow-up to email, however, not as sole contact method.
  - Emails should be phrased to help the operator to identify the problematic service quickly and easily