



Managing Issues  
for  
Production Support Customers  
(Managed Cloud)

**Date:** 15 September 2019

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# Managing Issues for Production Support Customers

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# 1. Introduction

Hello and welcome to the WSO2 support programme. The WSO2 Production Support programme is designed to support WSO2 products in your production environment. This document will guide you through how to effectively create, and track any Production Support issue that you may have raised with WSO2 Support.

Please note that WSO2 support cannot receive comments via email. Customers must use the support website (<https://support.wso2.com>) or the phone support numbers to ensure their issues are governed by the SLA, and therefore receive prompt attention.

## 2. Types of Issues

As a Production Support customer, you can use the following issue types

- a. Incidents (product related)
- b. Hosting Incidents (managed cloud)
- c. Queries
- d. Bugs
- e. Tasks, and
- f. Announcements

A *incident* is an issue or a problem that is caused by a WSO2 product producing unexpected behaviour or results in your live production environment. You may raise an incident for any of the WSO2 products for which you have a current, valid Production Support account.

Please Note : Incident types should only be used for issues affecting your live production environment, and should not be used for any development issues.

A *Hosting Incident* is an issue or a problem that affect the availability or performance of the Supported WSO2 Open Source Software under management by WSO2. It may Involve the deployment, upgrading, maintenance, network configuration, starting, stopping, monitoring, and performance of the hosted products within the parameters of the deployment architecture provided to the Managed Cloud team.

A *Query* is a question that a customer may have on WSO2 products covered by the support agreement.

A *Bug* is a defect identified when the customer solution is being implemented.

*Tasks* are issues that either a customer or WSO2 need to perform to ensure miscellaneous objectives are met.

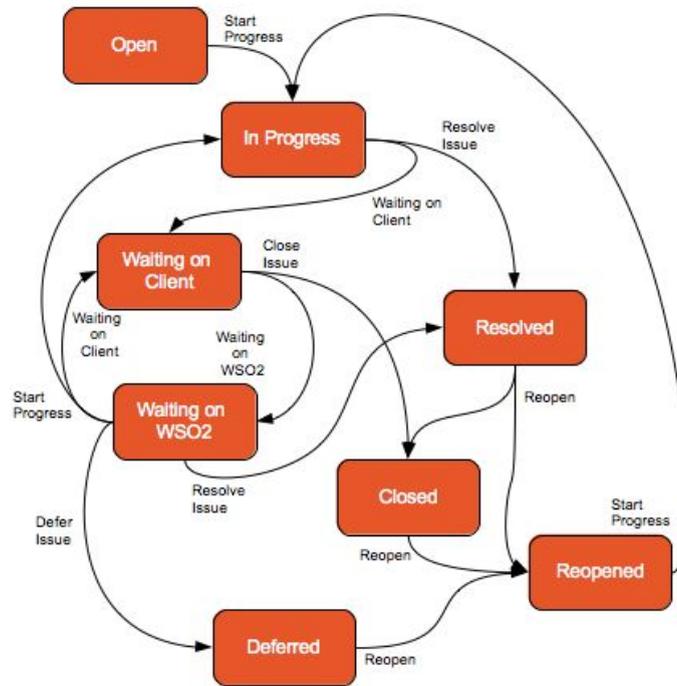
**Example One**, WSO2 may create a task for the customer to provide details on their production environment

**Example Two**, tasks could be action items resulting from meetings and discussions between WSO2 and the customer

*Announcements* are notifications issued by WSO2 for customers. It may be notifications on the release of new products, service packs or patches.

## 2.1 Issue Lifecycle

The diagram below outlines the issue life-cycle. This life-cycle applies to all issue types.



Please see [Appendix A](#) for the definitions of Issue Status. Issues can be transitioned to another status by using the available transitions.



Additional actions can be performed by using the available issue actions.

## 2.2 Prioritizing Issues

Customers can categorize *Incidents* using *Incident Priorities* (see [section 3.1](#)). WSO2 will respond to Production Support *Incidents* within the times outlined in the SLA. **All run time issues that affect your live production system must be raised as Incidents or Hosting (as types to ensure high priority attention by the WSO2 support team.**

## 3. Production Support Service Level Agreement

The SLA guarantees that WSO2 will respond within a given timeframe determined by the priority of the *Incident* or *Hosting* issues.

For other issue types, such as Query, Bugs, Task and Announcement, our response time will be the same as outlined for Low P4 (formerly Trivial L4) *Incidents*.

### 3.1 Incident Priorities

#### Critical P1 (formerly Catastrophic L1)

A critical incident is a production problem, which may severely impact the client's production systems, or in which the client's production systems are down or not functioning; and no procedural workaround exists.

During a critical incident,

- All or a substantial portion of the client's mission critical data is at a significant risk of loss or corruption.
- The client have had a substantial loss of service.
- The client's business operations have been severely disrupted.

Client resources should be available and willing to work on a 24x7 basis with WSO2 to resolve the *Incident*.

Examples include a complete loss of service, production systems that have crashed, or a production system that hangs indefinitely.

#### High P2 (formerly Urgent L2)

A high incident is a problem where the client's system is functioning, but in a severely reduced capacity. The system is exposed to potential loss or interruption of service.

- Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.
- A major milestone is at risk. Ongoing and incremental installations are affected.
- A temporary workaround is available.

#### Medium P3 (formerly Serious L3)

A medium incident is a medium-to-low impact problem, which involves partial, non-critical functionality loss.

- Impaired operations of some components, but allows the user to continue using the software.
- Initial installation milestones are at minimal risk.

This may be a minor issue with limited loss, or no loss of functionality, or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

#### Low P4 (formerly Trivial L4)

Examples of low incidents may include general usage questions, or recommendations for a future product features. There is no impact on the quality, performance or functionality of the product. This includes documentation errors.

## 4. What to do if you need our support - how to request help

There are two channels you can use to make a support request. Our SLA with you remains the same, independent of the channel used to raise a support request.

### 4.1 Using the Support Portal

**Step 1:** Login to the support portal at <https://support.wso2.com>

**Step 2:** Click on 'Create Issue' on the top menu bar.



**Step 3:** Select the project from the list of projects available to you and select issue type. Please see [section 2](#) for more details on these issue types.

Enter Issue Details. Please select the appropriate incident priorities. For more information on incident priority, please refer to [section 3.1](#). **Note:** Incident priority can be set only for *Incidents*.

**Create Issue** Configure Fields

Project\*

Issue Type\*

Summary\*

Priority Level\*

Severity level of the issue. [Click here for a description of the levels.](#)

Description

Please provide the following information.

- Incident priority of the incident - this is based on your assessment
- Information on the operating environment such as WSO2 software, its version, service pack number or any other patches
- A brief description of the issue
- Please include your contact details in the description field - so that a WSO2 representative can contact you (If required)
  - Name
  - Email address
  - Telephone number (country code, area code, number and extension)

**Step 4:** Click on the 'Create' button located at the bottom of the page to submit the issue.

## Appendix A: Definition of Issue Status

A description of issue status and available transitions is given below. These transitions can be performed by WSO2, the Client or both.

Issue Status	Description	Available Transitions
 Open	The issue has been created by the customer and is awaiting action by WSO2	<i>Start Progress (WSO2)</i> WSO2 will start progress in resolving this issue
 In Progress	A WSO2 engineer is working to resolve this issue	<i>Waiting on Client (WSO2)</i> Further information from the client is needed  <i>Resolve Issue (WSO2)</i> The issue has been resolved by WSO2. Clients may reopen the issue if the problem persists
 Waiting on Client	WSO2 are waiting for additional information or feedback from the client	<i>Waiting on WSO2 (Client)</i> The client has provided information, and is now waiting for WSO2 to respond  <i>Close Issue (Client)</i> The information provided by WSO2 is adequate and the issue can be closed
 Waiting on WSO2	The client is waiting for WSO2 to provide information or perform an activity	<i>Start Progress (WSO2)</i> WSO2 will start progress in resolving this issue  <i>Waiting on Client (WSO2)</i> Further information from the client is needed  <i>Resolve Issue (WSO2)</i> The issue has been resolved by WSO2. Clients may reopen the issue if the problem persists  <i>Defer Issue (WSO2)</i> After discussion with the client, the issue has been put on hold



Issue Status	Description	Available Transitions
 Resolved	The issue has been resolved by a WSO2 engineer	<p><i>Close Issue (Client)</i> If the issue resolution is satisfactory, the client can close this issue</p> <p><i>Reopen Issue (Client / WSO2)</i> If the resolution is incomplete, the client can re-open the issue</p>
 Closed	The resolution for this issue has been accepted by the client and has been closed	<p><i>Reopen Issue (Client / WSO2)</i> If the resolution is incomplete, the client can re-open the issue</p>
 Re-opened	The client has reopened this issue	<p><i>Start Progress (WSO2)</i> WSO2 will start progress in resolving this issue</p>
 Deferred	The issue has been deferred, and all activity has been postponed.	<p><i>Reopen Issue (Client/WSO2)</i> If the resolution is incomplete, the client can re-open the issue</p>