Aqueduct Support & Incident Management Guide

Support tiers, hours, incident workflow, and SLAs for Aqueduct customers

1) Support Plans

Standard Support (8×5)
- Coverage: Monday–Friday, 8:00–17:00 local site time (excluding Milvian holidays)
- Channels: Email/portal (support_aq@milvian.group), web form
- Included: Incident handling, break/fix, "how-to" questions, minor configuration help
- Response SLAs (business hours):
  - P1 Critical: 1 hour acknowledge, continuous work during business hours until mitigated
  - P2 High: 4 hours acknowledge
  - P3 Medium: 1 business day acknowledge
  - P4 Low/Info: 2 business days acknowledge

Premium Support (24×7)
- Coverage: 24×7 for P1/P2; 8×5 for P3/P4
- Channels: Email/portal, priority hotline (provided at onboarding), optional Slack/Teams shared channel
- Included: All Standard benefits plus on-call escalation, proactive monitoring alerts, quarterly service reviews, designated Customer Success Manager/TAM
- Response SLAs:
  - P1 Critical: 15 minutes acknowledge, 24×7 engagement to mitigation
  - P2 High: 1 hour acknowledge, 24×7 until stabilized
  - P3 Medium: 4 business hours acknowledge
  - P4 Low/Info: 1 business day acknowledge

2) Severity Definitions

- P1 – Critical: Complete loss of Aqueduct service, major data ingestion halt across multiple sites, security incident, or material data loss risk. No reasonable workaround.
- P2 – High: Degraded performance or ingest backlog affecting a site or critical feature (alerts, APIs, dashboards) with meaningful business impact. Workaround exists but is limited.
- P3 – Medium: Single meter/gateway/device issue, minor feature defect, or UI problem with a reasonable workaround.
- P4 – Low/Informational: How-to, cosmetic issues, enhancement requests, documentation.

3) Incident Management Process

Lifecycle: Detect → Acknowledgement → Triage → Investigate → Mitigate or Resolve → Post-Incident Review (PIR) → Preventive Actions

Roles

- Incident Lead (IL): Owns triage, severity, comms cadence
- Technical Lead (TL): Drives diagnosis/mitigation
- Comms Lead: Customer updates, Status Page notes
- Scribe: Timeline, decisions, artifacts, PIR doc

Communication Cadence

- P1: First update at acknowledgement; then every 30 minutes until mitigation or resolution; hourly during monitoring; final RCA (Root Cause Analysis) within 5 business days
- P2: First update at acknowledgement; then hourly until mitigation or resolution; RCA within 7 business days
- P3/P4: First update at acknowledgement; updates at material changes or daily (business days) if ongoing

Status Phases

- Investigating → Identified → Mitigating → Monitoring → Resolved

Customer Info We'll Ask For

- Site name/ID affected meters/gateways, timeframe/time zone, impact description, recent changes, screenshots/log snippets.

4) Platform Availability SLA (Production)

- Availability target: 99.9% monthly for Aqueduct SaaS (excluding scheduled maintenance and force majeure)
- Measurement: Calendar month, server-side telemetry at service boundaries (auth, ingestion API, core dashboards)

- Exclusions: Customer networks/VPNs, third-party ISP failures, customer-owned hardware, changes outside Milvian control, maintenance windows (see below)

5) Maintenance & Change Notifications
- Standard maintenance window: Saturdays 02:00–04:00 data center local time (zero- or low-downtime deployments whenever possible)
- Notifications: ≥ 72 hours for standard; ≥ 24 hours for urgent security patches
- Status Page: Real-time incident & maintenance notices (link provided at onboarding)

6) Using JIRA for Incident Management
JIRA Service Management (JSM) is used for Aqueduct's incident/ticket workflow.

- Projects: "Aqueduct Support" (customer-facing portal), "Aqueduct Engineering" (internal)
- Request types: Incident, Service Request, Problem, Change
- Intake: Email (support_aq@milvian.group → JSM), web portal; optional API/webhooks from Aqueduct monitoring
- SLAs in JSM: Time to Acknowledge & Time to Resolution with two calendars: 8×5 for Standard, 24×7 for Premium
- On-call & paging: Integrate Ops genie (Atlassian) for P1/P2; define rotations and escalation policies
- Status comms: Integrate Atlassian Status page (or existing status site) for public updates
- Chat Ops: Slack/Teams connectors for incident rooms; automatic creation from JSM with incident key
- Automation: Auto-severity from impact metadata, auto-assignment by component, bidirectional sync with Engineering Jira for bug/feature linkage
- Security/PII: Restrict sensitive data; use fields with access controls; attach redacted logs. Define retention & export policy.

7) Escalation Path
- Support Engineer / IL (L1/L2)
- SRE/Engineering Manager
- Product Owner
- CTO (Milvian)
- Premium customers receive a designated Technical Account Manager/Customer Account Manager (TAM/CAM) who coordinates escalations and post-incident follow-ups.

8) Post-Incident Review (PIR)

- Summary & business impact
- Precise timeline (UTC and customer local)
- Root cause analysis (5 Whys / Fault Tree)
- Corrective actions (short-term mitigations, long-term fixes with owners & dates)
- Evidence of verification (tests/monitoring signals)

9) Request & Change Management (Customer-Facing)

- Service Requests: onboarding help, dashboard/role changes, API keys, data exports
- Changes: planned configuration updates to ingestion, alert rules, or integrations
- Standard: executed within 3–5 business days
- Expedited (Premium only): within 24–48 hours where feasible

10) What's Included vs. Out of Scope

- Included: SaaS availability, ingestion pipeline, dashboards/APIs, alerting, supported integrations, standard reports
- Out of scope (billable): Custom analytics, non-HCL hardware bring-up, on-site work, bespoke data engineering, tenant-specific features (unless contracted)

11) How to Contact Us

- Standard Support: support_aq@milvian.group (portal access provided at onboarding)
- Premium Hotline: Provided during kickoff (24×7 for P1/P2)
- Sales/Billing: sales_aq@milvian.group / billing_aq@milvian.group

Appendix A — Quick SLA Table

Priority	Example	Standard (8×5) – Acknowledge	Premium – Acknowledge
P1 Critical	SaaS down, multi-site ingest halt, security event	1 hr. (BH), continuous work BH	15 min (24×7), continuous work
P2 High	Major degradation/feature outage with impact	4 hrs. (BH)	1 hr. (24×7)
P3 Medium	Single site/device issue, minor defect	1 business day	4 business hours
P4 Low/Info	How-to, cosmetic, enhancement	2 business days	1 business day

Appendix B — JIRA/JSM Implementation Checklist (Internal)

- Create JSM project with customer portal & email channel

- Define request types, priorities, custom fields (Site ID, Meter/Gateway ID, Impacted % Loads)
- Configure 8×5 & 24×7 calendars; attach SLA metrics
- Integrate Ops genie, Status page, Slack/Teams
- Build automations (auto-priority, component routing, linkage to Engineering Jira)
- Draft canned responses & comms templates (Investigating/Identified/Mitigating/Resolved)
- Document P1/P2 playbooks; run quarterly drills