Tier 1 Support Overview - Cloudstor

- Service URL: e.g. http://cloudstor.aarnet.edu.au
- Support Workflow (graphic)
  - Triage: Service Status Dashboard (automagically filled for each each iDP) including
    - Simple availability dashboard
    - Interdependency status (preferably scripted)
    - Short recent history of notifications
  - Resolve: Knowledge Base Resource (should only be resource readily available to Tier 0)
    - Service Overview (includes service description, terms of use, eligibility, etc)
    - In App documentation (FAQ, Help)
    - Forums
    - Marketing resources
  - Escalate: Contacts (should identify relationship with Tier 1 to other external layers only, not define internal escalation processes)

Notes:

This should provide a rapid one stop shop for quickly moving through the Tier 1 “Triage -> Resolve or Escalate” process

It should **not** define how the institutional help desk manages their way through this (i.e. forms), nor define information required in the incident capture process prior to it.

This should be accessed via Institutional credentials, which is the only way to launch testing scripts for full access and basic function without having to provide test account info.