

# Journey - Incident Management Process

This document describes the process for the management of incidents and requests relating to Journeys product and service's

An incident refers to an unplanned interruption to, or reduction in the quality of, the Journey Service.

A request simply specifies something to be provided, such as training, advice, information or additional functionality (a change request).

In either case, our objective is to help our clients get on with their jobs as quickly as possible with minimum disruption and maximum convenience. We do that through a mixture of self help tools and documents, chat and ticketing, with an overlay of proactive support and pre-emptive actions.

## Raising an Incident or Request

Dependent on the type of request, there are two ways to do this - either by email to [support@journey.travel](mailto:support@journey.travel) or by phone for critical incidents.

Critical incidents - those which are impacting your ability to trade - can be raised by phone to our dedicated Support number 01242 682050. This number should only be used to raise critical incidents; for other escalations see later in this document.

## Issue Prioritisation & Response

All issues will be prioritised on receipt, as follows.

**Critical (Severity 1).** A critical production issue that severely impacts your use of the service. The situation halts your business operations and no procedural workaround exists. For instance, the Service is down or unavailable preventing orders and payments to be completed. Severity 1 issues may require you to have resources available to work on the issue on an ongoing basis with Journey if required. Target response time is under 4 business hours.

**Major (Severity 2).** Major functionality is impacted or significant performance

degradation is experienced. The situation is causing a high impact to business operations and no reasonable workaround exists. For instance, orders cannot be fulfilled or prices cannot be changed. Target response time is under 1 business day.

Minor (Severity 3). There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. For instance, new products cannot be added to the system. Target response time is under 2 business days.

Cosmetic (Severity 4). Inquiry regarding a routine technical issue; information requested on application capabilities or configuration; bug affecting edge cases. Acceptable workaround available. For instance a query on user permissions, or informing Journey of a change in client escalation team. . All requests should have a desired target date associated. Target response time is under 4 business days

## Response & Resolution

When things go wrong, our aim is always to rapidly resolve any issues impacting your guests, be that with a fix, a work-round or some specific help and information. We also aim to acknowledge to you quickly that we are on the case with an initial response (generated by one of our team). Our targets are:

Type	Initial Response	Resolution / Work-round / Agreed plan
Critical	< 1 business hour	< 4 business hours
Major	< 2 business hours	< 1 business days
Minor	< 4 business hours	< 2 business days
Cosmetic / Request	< 1 business day	< 10 business days

## Support Hours

Journey Support operates 9am to 5pm, Monday to Friday and are contactable as described above. All times quoted are UK GMT.

## Key Contacts

Support team [support@journey.travel](mailto:support@journey.travel)

## Client Contacts

Client will provide names and contact details for their key team members and escalation group, which will be used by the Journey Support team as appropriate. Changes to contact details should be notified by email. Please keep these up to date as they can really save time during a critical incident.