



2LSB Charter

Formalisation for Extended Support and Overnight Assistance

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Author: **Objectway Financial Software**

Objectway Financial Software NV

Zandvoortstraat C45,

B2800 Mechelen

Belgium

+32 (0) 15 29 68 00

www.objectway.com

Objectway Financial Software

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1 2LSB CHARTER

The goal of this document is to formalise and explain the assistance given by the 2LSB team.

The 2LSB team is composed of experienced eXimius consultants that are on-call for assisting Extended Support Customers and supporting a successful eXimius Overnight for customers having an AMS or Extended support contract.

1.1 The team

1.1.1 Composition of the team

The 2LSB team is composed of following participants:

- Steven Van Walle
- David Eerdeken
- Geert Buyse

The team is functionally managed by Eric Van Schil.

1.1.2 On-call hours

The different tasks from the 2LSB team can be split up in **Overnight Assistance** and **Extended Support** for paying customers. Combined, this gives the following timetable on which the operators need to be on-call:

Monday	Monday	05:00 - 08:00
	Monday	17:30 - 23:59
	Tuesday	00:00 - 04:59
Tuesday	Tuesday	05:00 - 08:00
	Tuesday	17:30 - 23:59
	Wednesday	00:00 - 04:59
Wednesday	Wednesday	05:00 - 08:00
	Wednesday	17:30 - 23:59
	Thursday	00:00 - 04:59
Thursday	Thursday	05:00 - 08:00
	Thursday	17:30 - 23:59
	Friday	00:00 - 04:59
Friday	Friday	05:00 - 08:00
	Friday	17:30 - 23:59
Weekend	Saturday	00:00 - 23:59
	Sunday	00:00 - 23:59
	Monday	00:00 - 04:59

1.1.3 On-call rotations

- The shifts will be booked on a rotation scheme of the 2LSB operators.
- Every operator will be assigned a block of a workweek + weekend.
- The rotation mechanism is configured in OPSGenie as recurring shifts of 7 days. In case an operator is not able to execute a shift unit or shift block he needs to swap this with another colleague. If this swap is known upfront, it will be marked in OPSGenie as an override on the original shift; if it is not known upfront (eg. sudden illness), the unavailability of the operator will be handled by OPSGenie's escalation mechanism.

1.2 Extended Support

Extended Support Customers are customers that are paying for extended support outside the customers business hours. The goal of the 2LSB team is therefore to **provide a best-effort solution** to incidents which have a priority of Blocking or High according to the definition described below:

Blocking	Priority 1 (Business Halted) Any Incident whereby the defect causes the Service to stop functioning. The Entire Solution is unavailable so that Registered Users cannot reasonably continue to use any of the functions of the Product or Solution.
High	Priority 2 (Business Impacted) Any Incident whereby the defect results in total loss of major areas of critical business functionality. A significant function of the Service is unavailable. However, Registered Users can reasonably continue to use other minor functions of the Service.

1.2.1 Activation of the 2LSB team

Since the 2LSB team is an on-call team, it must be 'activated' before it can provide assistance. This means the operator on call will need some time to log on to the system as he is not behind his computer at the time of his standby.

Extended Support customers can only activate the 2LSB team by calling a **dedicated phone number**.

1.2.2 Customers entitled to use the assistance of 2LSB

- Brewin Dolphin (17:30 – 08:00)
- JM Finn (17:30 – 08:00)

1.2.3 Contact details

- Contacting the 2LSB team can only be done by calling: **+32 15 296 828** during the agreed contact period (see 1.2.2).
- The **phone forwarding** of the Extended Support phone number is linked to OPSGenie and therefore will follow the call scheme and escalation process as configured in OPSGenie. A customer calling this number will first hear a pre-recorded welcome message and then needs to identify himself through a selection menu. Few seconds later, OPSGenie will then try to ring the phone of the on-call 2LSB operator. If this fails, OPSGenie will switch to escalation mode.

1.2.4 Responsibilities of the 2LSB team

- **Response time** of accepting a call should happen ASAP, if the on-call person does not answer his phone the call will be diverted to try the other members of the team.
- *If the 2LSB operator does not answer this call within the agreed timeframe, he will not receive the agreed standby fee.*
- **Ready time** (= time needed to setup PC/Connection, etc.).
If this falls in between the operational hours foreseen for Extended Support, the ready time is within the next **30 minutes** of responding to the initial call.
If this doesn't fall in between these hours (e.g. certain weekend hours), then the project team needs to be notified instead.
- The 2LSB operator is seen as the process owner of the intervention. Therefore, he needs to log a Jira ticket of every intervention he made for the Extended Support Customer. Without this Jira ticket, the 2LSB operator will not be able to monetize his intervention.
OPSGenie has been configured in such way that automatically a pair of AX/BX Jira tickets is created. By default this ticket is created with priority P2. It is the responsibility of the operator to:
 - **Adjust the priority (decrease/increase):** P2 (default) and P1 tickets have strict SLA times and will appear in the monthly SLA reports. Since the call occurs probably outside business hours, it happens probably in scheduled maintenance time which is NOT a P2 or P1 criterion.
- 2LSB operators should **check their authentication tools** regularly for accessing the different client environments. A tool for reminding the expiration date is available on the 2LSB dashboard page. They are not allowed to start their shift if their checks were not completed. Neglecting the positive validation of checks can imply that remuneration can be refused.
Every Monday morning, all 2LSB operators receive a mail in which they are alerted for upcoming checks that will expire in the 10 coming days. This mail also contains a list of checks that are meanwhile expired and that need to be renewed ASAP.
The operator on-call will be mailed every day with the list of checks that need to be renewed ASAP.
- The 2LSB operator who is on-call, is responsible for updating the customer at all time of what is going on. In case the customer was notified through a Jira ticket created by OPSGenie, the 2LSB operator should update the ticket at the end of his

intervention and close the OPSGenie alert. If the user needs to be notified through e-mail, the 2LSB operator should always put the BE Servicedesk in cc.

If for whatever reason, the CSM or any other colleague wants to take ownership of the incident (which includes notifying the customer), a written proof must be kept by the 2LSB operator about the handover (this can be via mail, Teams chat, Whatsapp, ... as long as this can be verified afterwards). This is important in case of discussion afterwards.

1.3 eXimius overnight assistance

eXimius overnight assistance will be handled by the 2LSB team to overnights in the **production environment** that are properly documented, **have proven to run stable and are expected to run stable**.

This means that in case of any changes, this is the agreed way to implement them:

- If during **D-1** there is a reason to make a change to either the software of the EOD or the environment of the EOD, then the **EOD owner** will be responsible of the EOD run the next morning.
- On **D0** the overnight runs and is monitored by the **EOD owner**.
- **If on D0 the EOD ran without any problem and no changes were made** in the coding of the overnight nor in any part of the environment for the EOD on **D+1** compared to EOD D0, then **2LSB** will then handle the overnight as of D+1 again.

The goal of the 2LSB team is to find a solution to get the overnight to finish before the end of the maintenance period (i.e. before the start-of-day of the customer). Although a nice resolution of the problem is always preferred, the goal is to finish in time, even if this would require the skipping(*) of certain overnight steps .

Every AMS customer EOD will require an 'AMS-document' describing its overnight and what the specificities of the customer are. The CSM is required to supply this document and keep it up-to-date.

This **AMS-document** needs to describe at least:

- How to log in and reach the overnights location.
- The different overnight steps
- Where the overnight procedure is different from the shipped product overnight procedure
- The known issues and how they can be resolved
- The escalation process and contact details

(*) Skipping of overnight steps:

XQM is considered to be a business-critical step. It can therefore not be skipped.

1.3.1 Activation of the 2LSB team

Since the 2LSB team is an on-call team, it must be activated before it can provide assistance. This activation slot (which has not changed since the sunseting of the AMS-team) still remains from 06:00 till 08:00 CET during weekdays.

When the overnight dashboard determines there is an error or warning, it will trigger the creation of an alert in OPSGenie. OPSGenie will orchestrate the notification of the 2LSB team through voice call, SMS, e-mail, and app notifications. A number of notification rules exist in OPSGenie to do this automatically.

There are different priorities for alerts which will trigger a different kind of notification:

- **P1 (Blocking):** Immediate notification to the on-call person.
- **P2 (High):** Immediate notification to the on-call person.
- **P3 (Medium):** The notification to the on-call person is delayed until start of day (8am) so it can be forwarded to the CSM.

- **P4 (Low):** No notification to the on-call person, merely logging.

1.3.1.1 ERROR alerts

Errors in the overnight dashboard will create a P1 (overnight stopped) or a P2 (error has occurred) based on the content of the error message.

1.3.1.2 OVERTIME alerts

The overnight dashboard will monitor the start and end of the overnight together with all the different steps in between.

For each, it determines an expected start or end time.

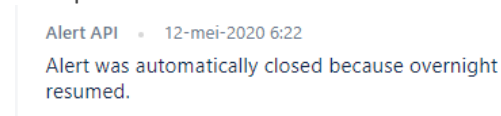
- 1) Each overnight has a specific start-of-day time on which the overnight should start
 - 2) Each step of the overnight has been documented to allow a given number of minutes after it has started.
 - 3) After the final step has completed, the automatic end mail (with the required summary reports attached) should be sent within 5 minutes.
 - 4) Alerts will be created when(*):
 - an overnight step runs 15 minutes longer than the expected start or end time. (P3)
 - an overnight step runs 60 minutes longer than the expected start or end time. (P2)
- (*) This is the standard setup, this can be altered together with the CSM.

Example:



Alerts will be closed when the next step starts.

Example:



1.3.2 Customers entitled to Overnight Assistance

- Architas
- Delcap
- Dierickx Leys
- Econopolis

- KBC Ireland
- KBC roBolero
- KBC Securities (Neon)
- Nedbank
- Pershing
- Standard Bank
- Treetop
- WIO customers
- Public SaaS
- Redmayne Bentley

1.3.3 Contact details

- The 2LSB team is automatically activated by OPSGenie (SMS, e-mail, voicemail, App)
- OPSGenie alerts received during business hours are considered as to be solved by the 'real' second line or overnight owner.

1.3.4 Responsibilities of the 2LSB team

- **Response time** of being activated by OPSGenie should happen ASAP (a retry period of 3 attempts has been agreed within a period of 15 minutes between the 1st notification and 3rd notification, being the 3rd notification made no earlier than 15 minutes after the 1st notification was made). OPSGenie is configured in such way that after a 3rd negative sign of life, escalation mode will be started. In this mode, other 2LSB operators will be notified until a vacant operator is found. In this case, the original operator will not receive the agreed standby fee, which will be given to the operator who made the intervention.
- **Ready time** (= time needed to setup PC/Connection, etc.).
The ready time is within the next **30 minutes** of responding to the accepted notification.
- **Weekend check:** during the weekend, the 2LSB operator is expected to verify the Overnight dashboard, preferable before 9:00, and check for any warnings/errors.
- The 2LSB operator is always considered being the process owner of the intervention and therefore requires a **Jira ticket** in case he wants to monetize his effort. OPSGenie has been configured in such a way that OPSGenie alerts can be easily converted in Jira tickets.

Proposed assessment flow:

- Open OPSGenie and check the alert
- If the alert is meanwhile automatically closed, nothing must be done anymore, otherwise the alert needs to be assessed:
 - If it is clear that no intervention is needed, the alert can be closed immediately by clicking the CLOSE button. In that case, no Jira ticket is created. The intervention of 2LSB stops here, unless there is a pending question from the customer/servicedesks to give feedback. In that case, feedback about the situation should be given first, before the alert is considered resolved.

- If further investigation is required, the alert should be ACKed. A Jira ticket will be automatically created with the following properties:
 - BX ticket
 - Assigned to the customer of the overnight.
 - Priority as calculated by OPSGenie.
 - After ACKing the alert, the 2LSB operator is now committed to **login on the impacted infrastructure and investigate the circumstances and impact** of the reported alert. **ASAP feedback needs to be given** to the involved parties (via the Jira ticket to the customer, through e-mail or Teams to eg. the OE Servicedesk, etc...). The resolution step can now start.
 - At the **end** of the resolution step the **Jira ticket needs to be closed and commented**. As long as the ticket is not closed or commented, the intervention is not considered to be resolved!
 - The 2LSB operators are expected to know the location of the **AMS document** (see 1.3) for each serviced overnight.
 - 2LSB operators should **check their authentication tools** regularly for accessing the different client environments. A tool for reminding the expiration date is available on the 2LSB dashboard page. They are not allowed to start their shift if their checks were not completed or they need a proper documented reason in case of force majeure. Neglecting the positive validation of checks can imply that remuneration can be refused.
- Every Monday morning, all 2LSB operators receive a mail in which they are alerted for upcoming checks that will expire in the 10 coming days. This mail also contains a list of checks that are meanwhile expired and that need to be renewed ASAP. The operator on-call will be mailed every day with the list of checks that need to be renewed ASAP.
- The **2LSB operator** who is on-call is **responsible for updating the customer at all time** of what is going on. In case the customer was notified through a Jira ticket created by OPSGenie, the 2LSB operator should update the ticket at the end of his intervention and close the OPSGenie alert. If the user needs to be notified through e-mail, the 2LSB operator should always put the BE Servicedesk in cc. If for whatever reason, the CSM or any other colleague wants to take **ownership of the incident** (including notifying the customer), a written proof must be kept by the 2LSB operator about the handover. This is important in case of discussion afterwards.
 - It is important that the 2LSB operator **adjusts the default given priority** to the real situation after assessment of the issue. Beware that P2 and P1 tickets have strict SLA times and will appear in the monthly SLA reports. Since the call occurs probably outside business hours, it happens probably in scheduled maintenance time which is NOT a P2 or P1 criterion. The 2LSB operator will need to assess at the end of his shift what was and what wasn't a P2/P1 issue.

1.3.5 Responsibilities related to the overnight owner and CSM

- **Outside office-hours**, it is not forbidden to contact the overnight owner in case there is a real urgent situation that cannot be solved by 2LSB (but it is by mutual respect and politeness not recommended to disturb him). The overnight owner is not expected to answer the phone call and if he does, his intervention will be best-effort. If a problem persists and goes on during office-hours the overnight owner is expected to take ownership of it and the 2LSB assistance continues on best-effort basis.
- **During changes**, no Overnight Assistance from 2LSB can be expected, the overnight owner will be responsible for the overnight (described in 1.3). The first days the new process runs in production it is expected that the overnight owner is available and proactively takes on the support task until the overnight runs stable. The AMS/2LSB team will only forward the issues during that time unless otherwise agreed.
- Whenever a change happens to the (production) overnight process, the 2LSB team expects that it was previously tested and monitored on a non-PROD environment. The **production change needs to be communicated upfront** to the 2LSB team and the BE Servicedesk team by the CMS or the overnight owner so that this can be aligned to their operational procedures.

1.4 Out of scope activities

The 2LSB team has all the required competences to help the eXimius production overnights reach their completion without customer impact. Paying assistance is available in two flavours for the customers: **Overnight Assistance** and **Extended Support**. (as described above)

Out of scope tasks and services for Overnight Assistance are:

- Data correction,
- Data reconciliation,
- Error cleansing,
- Support during upgrades or changes,
- Ad-hoc requests,
- Information line,
- Helpdesk activities,
- Environments different from production: UAT/DEV/SIT/...
- Support on EOD endpoints which we don't support(*). (RabbitMQ, ...)

Every change to the client list, functioning of 2LSB, allowed support activities will need to go through a proper vetting of the overnight and its documentation as well as an approval during the 2LSB meeting (2LSB staff, ESCH and KHEE).

(*): Support is given to those parts of the EOD that are standard eXimius product or described in the AMS document with the necessary training that needs to be given next to the detailed description in 1.3 eXimius Overnight Assistance)

1.5 HR/administration/time tracking

- Two type of remunerations exist:
 - 1 weekday shift
 - All weekend shift (Sat + Sun)
- The fee is a remuneration for being on-call during the agreed hours of that particular shift. If the operator doesn't acknowledge the activation notification in the agreed timeframe (cf. Response time and Ready time), he might lose his remuneration for that shift.
- If work has to be made as a result of a request for assistance, the operator has the choice to deduct this working time (taking in account that extra remuneration for early/late/weekend/holiday hours might be added) from his normal 7,6h working day schedule or to book it as an extra ordinary prestation (cf. Contact Maaik **Bal**).
- In case an early morning intervention took place, the operator is allowed to continue to work from home (unless the manager disagrees.)
- If an assistance call would occur while the operator has already left to the office, he must himself take the decision if he will return back home or continue his trip to the office considering that he is expected to be online in the next 30 minutes.
- Special ActivTrack codes have been created for booking time for meetings (DVOE-2021-007/ 2LSB Ops meeting) and checking the individual access checks (DVOE-2021-007/ 2LSB access check).
- A shift can only be booked if the booker is in active duty ie. the operator cannot at the same time be 'on call' and on 'holiday' (This also applies to: annual leave, maternal/paternal leave, exceptional leave, ...).

The only allowed exception is whenever there is no other possibility than to guarantee the standby service (eg. other crewmembers are unable to swap shifts, ill, etc..). If this exception is known upfront it needs to be discussed first with the teamleader or in his absence, discussed with the rest of the crew members.

1.6 Infrastructure and tooling

1.6.1 Support tools

1.6.1.1 2LSB dashboard

Url: <http://tfbemev0753.ofscorp.objectway.com/2LSBcontacts.php>

The 2LSB dashboard contains:

- A visual representation of all OPSGenie alerts per week and per month.
- A visual representation of all interventions made per operator (split in Overnight Assistance and Extended Support)
- A debriefing tool
- A tool for warning you about expiring authentication tools/devices/procedures
- A page called *infofiches* that contains all the needed technical properties for every supported overnight environment

1.6.1.2 Overnight dashboard

Url: <http://tfbemev0753.ofscorp.objectway.com/Overnightdashboard.php>

The overnight dashboard contains:

- A representation of the overnight progress of every serviced overnight
- A mobile version of the dashboard is also available through <http://tfbemev0753.ofscorp.objectway.com/MOBOvernightdashboard.php>. Beware that to access this on a mobile phone, a connection to the EasyConnect VPN must be made first. Login with your usual windows credentials, acknowledge the initial welcome page and then browse to the above url.

1.6.1.3 Contacts dashboard

Url: <http://tfbemev0753.ofscorp.objectway.com/SDcontacts.php>

The contacts page contains:

- An overview per customer of all major information like software, version, customer contacts, AMS document, business hours
- An indication of the servicing servicedesk
- Contact details of who is on call from the 2LSB team (based on OPSGenie)
- Contact details of other supporting teams like OTS, etc.

1.6.1.4 OPSGenie

Url: <https://www.atlassian.com/nl/software/opsgenie>

Only people with a valid license can access the OPSGenie software.

1.7 Miscellaneous

1.7.1 Getting in touch with 2LSB

As explained before, only clients with an **Extended Support Contract** can contact 2LSB directly by **calling a dedicated phonenumber** (see 1.2.3) that is rerouted to the on-call operator.

AMS customers can only get in contact **by creating a Jira ticket**. This ticket will be picked up by the Servicedesk, but only during their business hours.

We ran however into a situation where the client knew that a problem was going to occur during the actual overnight. In that context it would have been useful that the AMS client was able to contact 2LSB of the upcoming impact.

Therefore we have activated a non-documented feature: if the client creates a Jira ticket with the following properties during the on-call schedule of the operator (*):

- product: eXimius
- function: overnight

the Addto2LSB flag will be enabled, triggering OPSGenie to create an alert for the on-call operator.

By default, the existence of this option will not be communicated in any documentation. It is the decision of the CSM to reveal this to his client or not. In case it will be revealed, the CSM needs to insist that this feature can only be used for critical situations related to the overnight process. Any other non-critical use will be invoiced additionally to the client.

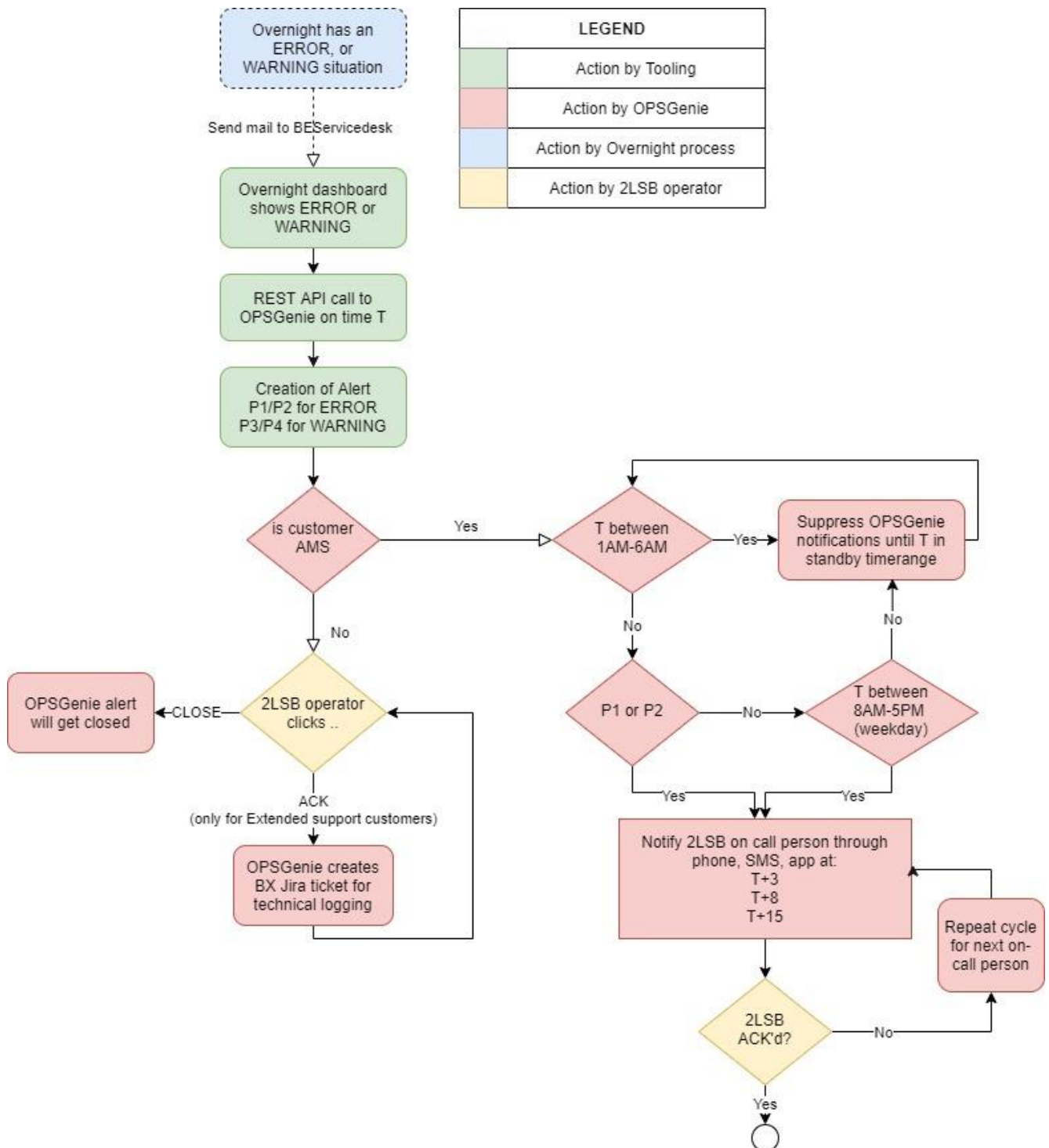
(*) Jira tickets created out of the on-call schedule of the 2LSB operator, will not trigger an OPSGenie alert.

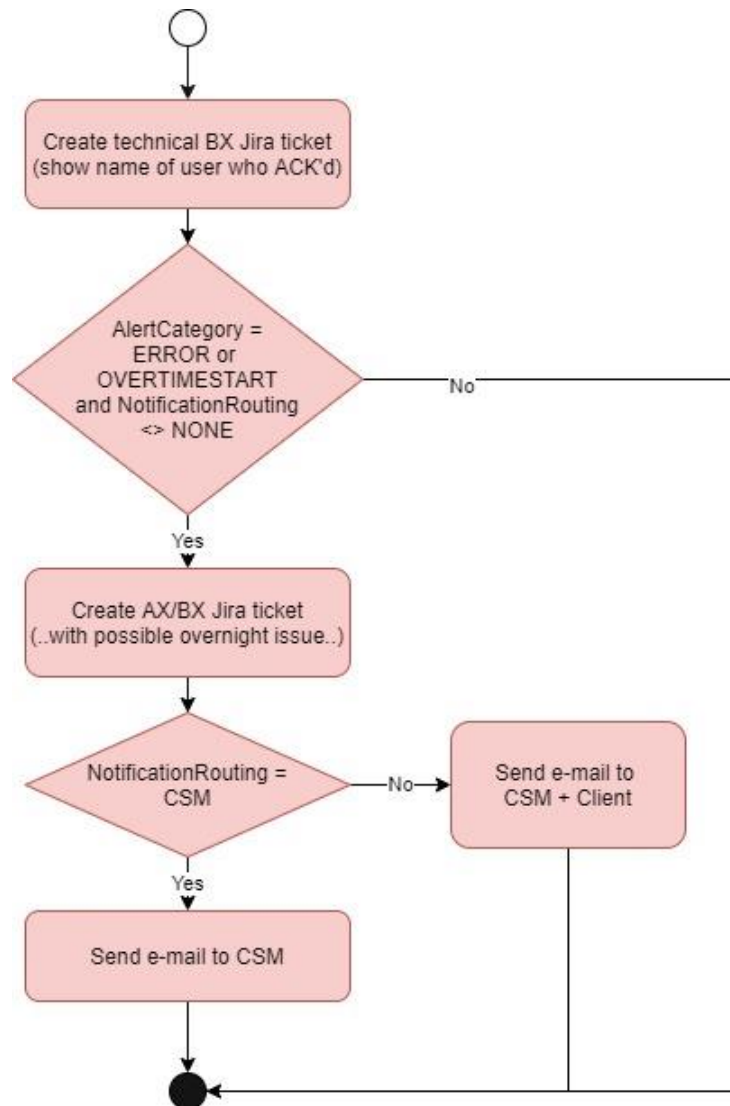
1.7.2 Flowcharts

The below flowcharts will focus on 2 important aspects of the whole 2LSB process:

- The first flowchart (Program flow) will show how all programs work together and what events trigger the activation of the 2LSB team.
- The second one (2LSB ACK flow) focusses on what steps/decisions the on-call operator should execute once he has acknowledged the OPSGenie alert.

1.7.2.1 Program flow





1.7.2.2 2LSB ACK flow

