



# Resolving Technical Issues, Handling Incidents and Managing Improvements in Sitefinity Cloud. Roles and Responsibilities.

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GUIDE

This paper sets forth the processes and procedures of resolving technical issues, handling availability incidents and managing improvements in Sitefinity Cloud. It describes how incidents are handled and resolved, the standard support case workflow and the process of evaluation and implementation of changes to any component of the Sitefinity Cloud infrastructure. The document outlines the roles and responsibilities of each party involved: Sitefinity Cloud Customers, the Sitefinity Cloud Team, the Sitefinity Cloud On-Duty Team and the Sitefinity Support Team.

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## Support Workflow

For **standard support cases**, how-to questions and requests for configuration changes and/or updates, Sitefinity Cloud customers should submit a ticket. The process is described in detail [here](#).

The current Support Plan determines the level of assistance customers are entitled to in Sitefinity Cloud related questions, issues and/or inquiries. Depending on the type and urgency of the issue, a support engineer will work to find the best possible solution. As needed, the support engineer will consult with a Sitefinity Cloud and/or Sitefinity Cloud On-Duty engineer. All communication will be handled via the Support team.

For **Sitefinity Cloud infrastructure and resources**, the Sitefinity Cloud On-Duty team is responsible for availability management and maintains a duty schedule. In case of a **critical issue in the production environment**, affecting a Sitefinity Cloud project, the On-Duty team will be notified via an automatic incident alert. The On-Duty team will acknowledge the issue within 15 minutes and will start working on it with the purpose to restore services as soon as possible, whether through an immediate fix, a workaround, or any other relevant means.

## Critical Issue Definition

The table below defines the service disruptions that constitute a critical incident. When such an incident occurs, an alert notifying the Sitefinity Cloud On-Duty team will be triggered and an engineer will start working on it within 15 minutes of occurrence.

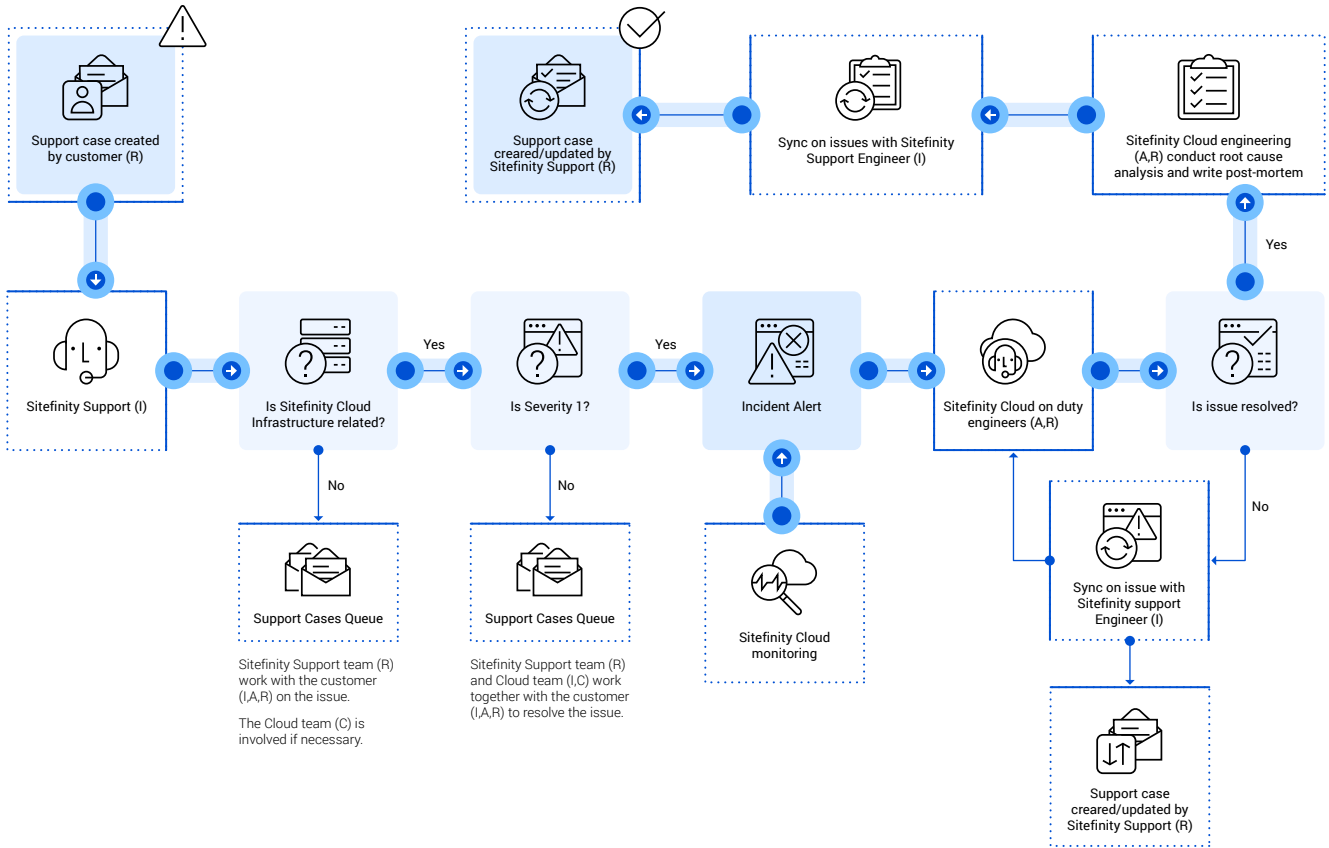
**NOTE:** A **critical incident** may also be raised by the customer in case of an event other than listed below. In such case the customer will raise a support ticket and inform the Support Engineer of the details and business impact of the issue affecting the production environment. The Support Engineer will triage the issue described and, if related to the availability, trigger an incident alert to the Sitefinity Cloud On-Duty Team.

A customer can define additional assets / services that are considered critical and extend the scope of health checks and uptime monitors of the production environment.

Services by Category	Impact (if not operational)	Risk Definition (what will go wrong if the service has issues or is unavailable)
<b>Web Application:</b>		
Website uptime	Critical ●	Website down
Homepage uptime	Critical ●	Homepage unreachable or unresponsive
Database uptime	Critical ●	Website down
<b>DNS/CDN Services:</b>		
DNS Routing and CDN service	Critical ●	Domain name resolution failure/ DNS traffic redirect failure. And site is unreachable.
Host header rewrite service	Critical ●	Ability to serve multiple sites in one web application. Backend web app inaccessible.
<b>Infrastructure:</b>		
App Services	Critical ●	Website down
SQL database	Critical ●	Website down
Redis Cache	Critical ●	Website slow and/or unresponsive

Once the incident has been resolved, the Sitefinity Cloud Engineering Team will conduct a root cause analysis and will provide an official postmortem summary that will be communicated via the Support Team.

The following diagram describes the actual Support Workflow for Availability Management.



Below is the Responsible, Accountable, Consulted, Informed (RACI) table for the Support Workflow.

### Legend

<b>R</b> = Responsible	Those who do the work to complete the task.
<b>A</b> = Accountable	The one ultimately answerable for the correct and thorough completion of the deliverable or task.
<b>C</b> = Consulted	Those whose opinions are sought, typically subject matter experts; and who take part in the two-way communication.
<b>I</b> = Informed	Those who are kept up to date on progress, often only on completion of the task or deliverable.

## RACI Matrix for the Support Workflow (Availability Management)

Scenario	Sitefinity Cloud Customer	Sitefinity Cloud Engineering	Sitefinity Cloud On-Duty	Sitefinity Support
Open a support ticket when a question arises, or an issue is discovered.	R	C	I	I
Troubleshoot issues based on Custom code.	R	C, I	I	I
Support ticket is updated or resolved.	I,A,R	I	I	R
Open a support ticket when a critical issue (incident) occurs and affects a Sitefinity Cloud Customer site.	I	I,C	I	A,R
Acknowledge the critical incident within 15 mins.		I	A,R	I
Work on a critical incident and try to provide a workaround and/or immediate action to restore site/services as soon as possible.	I	I	A,R	I
Conduct a root cause analyses and provide a postmortem document with details regarding the impact, due time and future actions needed if any.	I	A,R	I	I

## Managing Improvements

Improvements are any **changes and updates** to the Sitefinity Cloud infrastructure, DevOps processes and/or customer projects. As with any cloud service, various changes may become required to adapt to the evolving technology, improve performance and processes, speed up deployment and release or address a specific request.

While changes are necessary, they should also be carefully weighed up, planned and executed in a way that precludes potential service disruptions and does not compromise the benefits of the Platform-as-a-Service.

An improvement (change) can be introduced via different channels. A Sitefinity Cloud customer can request a change or an improvement to address a business need or requirement within a Sitefinity Cloud project. A change can also be forced by a modification of the services and/or technologies used by Sitefinity Cloud – e.g. Azure updates or deprecates a service. A change can also be deemed necessary by the Sitefinity Cloud Engineering Team in order to address a specific problem and/or improve the performance of a task or process.

## RACI Matrix for the Managing Improvements Process

Scenario	Sitefinity Cloud Customer	Sitefinity Cloud Engineering
Request a change or an improvement to address a need or requirement within a Sitefinity Cloud project.	R	A, I, C
Identify a change needed to adapt to evolving technology, improve performance and processes, speed up deployment and release.	I	R, A, C
Provide information about changes and updates.	I	R, A
Infrastructure capacity management and monitoring (such as autoscaling and database performance). Scaling is performed with notification whenever possible.	I	R, A
3rd party integrations of extensions, services and products.	R, A	I

Sitefinity Cloud is quite flexible to allow multiple integrations with 3rd party extensions, services and products. However, to safely deliver all the Platform as a Service benefits to its cloud customers and provide an uninterrupted quality service, the Sitefinity Cloud Engineering Team will carefully review and evaluate any incoming 3rd party integration requests, giving customers an honest appraisal of the potential risks and benefits. Support of 3rd party extensions, services and products is outside of the scope of the Sitefinity Cloud and Sitefinity Support teams. In some cases, a specific 3rd party integration is not possible. Integration requests are reviewed and evaluated on a case by case basis.



### Sitefinity Cloud

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