

Time Management & Effectiveness

#6

Michala Homolova



Escalation – cont.

Managing management



ESCALATION IN

managementcentrum

From: Director Sustaining and Maintenance
Sent: 27 November 2009 21:19
To: Homolova, Michala;
Subject: Mobile Operator of Ghana - Another failure last night of EVA storage
Importance: High

Misha,

Beware, the Ghana *mobile operator* incident (crashing EVA) is still with the SC and no information is attached to it.

There has been a reoccurrence today, a swap out is being considered by the customer - are you aware?

This is now *ESCALATING* to David REQS (Director MENA) and Marco Epeersen (Product Mgmt), expect increased traffic on Monday on this one.

Please put priority on populating the incident as per the agreement of last Monday (attached).

Regards,

Director Sustaining and Maintenance

From: Director SC EMEA

To: Team Managers in charge

Subject: Ghana – action needed, case escalated to REQS

Good morning,

can you, please, urgently make sure sustaining incident template is attached to the incident in Ghana (EVA) IMMEDIATELY to prevent us spending hours on escalation calls?

Please confirm you action this, I will also give you a call.

Note plan of action and availability of the engineer will be necessary over the weekend.

Thanks, Misa

From: Team Manager
Sent: 02 November 2009 12:34
To: Mullerova, Michala
Subject: FW: MTN EIR and HPSG - serious problem with expired license !!

Hi Misa,

In my opinion this becomes to be out of the control of Fred and Boris. They are investing lot of effort to it but I have really bad feeling that we may face big issue soon.

The overview is the customer is running its systems on expired licenses and any kind of restart of the HPSG will cause total outage.

I am not aware how high this information was passed through our management, but I need to make you aware.

Thanks

ESCALATION follow up/ escalating further

managementcentrum

*From: Mullerova Michala

*Sent: 02 November 2009 16:34

*To: Regional Manager (Manager of Fred and Boris), Program Manager for Russian customers

*Subject: FW: *Russian Mobile Operator* EIR and HPSG - danger of complete outage!!

Dear Tom, Jerry,

please note that with the first restart of HPSG, the *Russian Mobile Operator* will get a total outage of production system with no fallback or failover available.

The system runs on expired licences.

Is the customer aware?

Please kindly manage customer expectations in this respect.

We are ready to upgrade the licenses once your people arrange a maintenance window with the customer and raise a resource request.

If you want us to go ahead without purchase order from the customer, note that this must be approved by the COO first.

Thanks,
best regards,
Michala

ESCALATION follow up/ escalating further

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ESCALATION to own manager

managementcentrum

From: Director SC EMEA

To: VP Operations

Subject: Risk of uncovered projects, your reply needed by Friday

Dear VP Operations,

we are heading towards the end of the months of July where all uOne contracts will expire. I am now managing the expectations of the contractors and their agencies in a way that I am trying to get the budget for extension approved by 1st August so that the contractors can start again within the first days of August.

Could you, please, let me know whether it is realistic? I need to get back to them in two days the latest.

Other regions are shopping for these people already and the contractors start to look around, I would not be happy to lose them after having found them, qualified them and trained them.

Budget and coverage of uOne support and deployments attached.

ESCALATION to own manager

From: Director SC EMEA

To: VP Operations

Subject: Shall we provide service w/o payment?

Dear VP Operations,

Mobile operator in Africa is asking for support of a Ceased and out of support system based on the promis they will place an order. This can basically mean up to 6 months of support for free (estimate of Fred Damiani).

Technically we can do that on a best endeavors basis (no patch, no help from sustaining, no timers), best endeavors as the system is out of support, just want to make sure this is with your approval.

I need to get back to Fred and instruct my team soon, if you could email me your position within the next few days, it would be great.

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Manage your manager – avoiding esc

managementcentrum

From: Director SC EMEA

To: VP Operations

Subject: HR – potential dissatisfaction

Hi VP Operations, This is to inform you about new initiative that may again cause dissatisfaction: we are introducing liability agreement for 3rd party trainings attendees. These are expensive trainings and we will bind our people to sign two years liability in order to get the training – if they leave Acision earlier, they will have to pay proportional amount of cost. Regards, Michala

From: Director SC EMEA

To: VP Operations

Subject: SC EMEA – external ISO9001 audit passed

Hi VP,

this is to inform you about a success of external audit performed 24 April in SC EMEA.FYI, the following findings were pointed out:- 1 observation related to customer training records- 1 minor finding related to handling of improvements through quality improvement log- 1 minor finding related to frequency of incident updates (this is being address together with the cleaning the backlog activity, will follow up further).

Overall the auditor Paul Breslin expressed his satisfaction with our compliancy against ISO9001 standard.

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