

# Secure Code Audit - Problem-to-Solution (gerard.frankowski@man.poznan.pl)

**1. Who is the main point of contact for technical issues?**

E.g. Whom and how should customer contact in order to file a issue?

Activity Leader (AL) or Task Leader (TL)

**2. Is there a person or team in charge of managing all inbound and outbound requests?**

E.g. Receives customer request, does appropriate action, responds to customer, etc.

TL for general issues

Internally – the SCA Team Leader or another person designated to lead the particular request.

**3. How are service user issues handled?**

E.g. A formal procedure involving digital or paper trace regarding issues like ticketing system, etc.

Service user issues are handled via email. Internally within SA4T1, there is JIRA in use in order to assign and validate particular subtasks. Scrum methodology is used to manage tasks, with 1 or 2 weeks sprints.

**4. Can the problem report creation be initiated without service user issue?**

E.g. As a result of analysis of failure detection or service degradation which may be impacting service user.

It is possible if particular factors significantly impact the ability to continue the service (e.g. many auditors are not available anymore, or there are too many concurrent requests which cannot be handled).

**5. Is there a person or team in charge of service user problem isolation?**

Performing basic diagnostics, verifying that the service user is using the service correctly, etc.

Describe this process.

The nature of the service is rather like a batch job than the continuous service, so the problem should not occur. However if during particular reviews there we see that there are opportunities to optimize the service, the relevant improvements will be applied.

**6. Is there a person or team in charge of requesting service restoration to a normal operational state?**

E.g. Requesting service management operational support to restore the service or requesting educational interaction with the user to ensure the correct usage of the service.

N/A

**7. How is the customer (service user) problem report status being monitored?**

E.g. Is there someone in charge of monitoring problem resolution and ensuring that recovery activities are assigned, tracked or escalated.

If the user has got a problem with the service he or she can contact the TL or SCA TL via email. The problem will be described on the internal Wiki (where the service user has got no access).

**8. How is the root cause of the problem identified?**

E.g. Is there a person or team in charge of checking service configuration, running test against the specific service, starting audits of the service, etc.

Problems are mainly internal and are resolved internally during regular sprint meetings, via email or by talking in person.

**9. Is there a person or team in charge of restoring a service to a normal operational state?**

E.g. Reconfiguration of the service parameters, invocation of other processes in case of restoration failure, etc.

N/A

**10. If the service problem is linked with underlying resources, is there a person in charge of identifying the root cause of resource problem?**

E.g. Performing diagnostics and tests on underlying resources and verifying that their configuration matches the appropriate service.

If problems occur e.g. with resources to handle the user requests, they are escalated by SCA TL to TL and then potentially to AL (e.g. to request an additional manpower).

**11. In case that failed resources have been detected, is there a person in charge of replacing or repairing them?**

E.g. Managing redundant resources, hot standby etc. Describe this process.

In terms of effort (manpower) – TL or AL may make such decisions. In other terms it seems N/A.

**12. Is there a person or team in charge of tracking the supplier/partner problem resolution?**

E.g. If there are resources needed to be repaired or replaced, is there someone to ensure that supplier of the resource or partner in charge of repairing are being assigned and coordinated?

It is TL or SCA TL responsibility

**13. How are other processes informed when the supplier/partner has resolved the issue with failed resources.**

E.g. Is there a person in charge of providing notification and management reports to other processes?

During internal sprint meetings the issues are reported to the TL.

**14. Is there a person or team in charge of continuously monitoring the status of service trouble reports?**

E.g. Someone who will manage notifications to other involved parties like Service Quality

Management, QoS/SLA Management, etc.

It is the TL responsibility

**15. Is there a person or team in charge of ensuring that the service user problem is solved?**

E.g. Someone who is contacting the service user to inquire about the users's satisfaction with resolution of the problem.

It is TL or SCA TL responsibility