SSA Quick Reference Guide

Recommended Options for Opening HTTS Service Requests (SRs)

In order to expedite issue resolution and maximize your Cisco resources, the following options are recommended when opening service requests:

Severity 1 or 2	Call into HTTS at 866-748-0639 or 919-993-2780 so a HTTS representative can open a case on your behalf and transfer you to a HTTS engineer.
Severity 3 or 4	Open your SR online via: • SCM: https://mycase.cloudapps.cisco.com/case • SCTP: https://sctp.cisco.com/

HTTS Service Request (SR) Best Practices

When creating a new case, be sure to include the below information as available:
- Product serial number or service contract number and product ID
- Description of problem and symptoms (one problem per service request) and optional network topology diagram
- Output from show tech command or other relevant output
- Software versions and types of equipment
- Please attach the completed SSA RMA form to all RMA requests

Remember to be as accurate as you can to ensure that your case is routed correctly.

Your Cisco Support Team & Important Numbers/Emails

Contact Name	Role	E-Mail	Phone
Tony Strati	High Touch Operations Manager (HTOM)	tstrati@cisco.com	919-392-3888
Tony Livesay	Systems Architect (SA)	tlivesay@cisco.com	410-309-4874
Creig Green	Network Consultant Engineer (NCE)	cregreen@cisco.com	240-401-7566
Michael Mazikas	Network Consultant Engineer (NCE)	mmazikas@cisco.com	443-895-3453
Yusef Sturdivant	Network Consultant Engineer (NCE)	ysturdiv@cisco.com	443-458-3160
Matt Smith	Account Manager (AM)	masmith2@cisco.com	919-927-1265
Joe Bailer	Service Delivery Leader (SDL)	jbailer@cisco.com	410-309-4876
Drew Blome	Services Sales Specialist (SSS)	ablome@cisco.com	703-431-0366
Preston Neal	Project Manager (PM)	pneal@cisco.com	919-618-8145
Fred Retener	Renewals Manager (RM)	nretener@cisco.com	408-525-9767
Andrea Domagala	Customer Success Executive (CSE)	adomagal@cisco.com	703-475-0241
Erica Carbonaro	US Public Sector HTTS Managers	ecarbona@cisco.com	984-216-2639
Omar Garner		edgarner@cisco.com	919-609-8192
After Hours HTOM (AH-HTOM)		ggsghtom@epage.cisco.com (pager)	866-748-0639
HTTS			866-748-0639 or 919-993-2780
Cisco Logistics		lmo-help@cisco.com	800-553-2447 (Option 4)
Asset Recovery		Asset-recovery@cisco.com	800-553-2447

Escalating HTTS Service Requests (SRs)

An SR can be escalated any time that you are 1) experiencing a serious issue; 2) requiring a change in the status of an existing service request or issue; or 3) considering an existing SR as not progressing adequately or the quality of service as not satisfactory.

HTTS Support: Call HTTS at 866-748-0639 or 919-993-2780 and give your **Cisco User ID:**
- **New Case:** Give your serial number(s), brief problem description, and network or business impact, and an HTTS representative can open a case on your behalf.
- **Existing Case:** Give your case number, ask to raise the case to a P1 or P2, provide the network or business impact, and request a warm hand-off to the next available HTTS engineer.

During Normal Business Hours (8am – 6pm EST)	HTOM Support: If you need additional assistance escalating your SR or issue, reach out to your HTOM with your case number.
After Normal Business Hours and on Weekends	After-Hours HTOM Support: If you are unable to escalate your SR via HTTS or need additional assistance with your escalation, reach out to ggsghtom@epage.cisco.com with your case number, contact details, customer name, and a brief issue description, and the after-hours HTOM will engage.

Significant Maintenance

When performing significant maintenance (upgrades, migrations, implementations), you can open a standby service request in advance and provide as much of the below information as possible so your engineer already has all pertinent details prior to start:

- MW Date/Time
- Number of Users Affected
- Test and Validation Plans
- Business Impact
- Current Solution Baseline
- Network/System/Solution
- Implementation/Upgrade Plan
- Topology Diagram/Information
- Solution Information
- Version Information
- System Specific Data

HTTS Service Request Prioritization Definitions

Severity 1	Your network or environment is down or there is a critical impact to your business operations. You and Cisco will commit full-time resources around the clock to resolve the situation.
Severity 2	Operation of an existing network or environment is severely degraded, or significant aspects of your business operation are negatively impacted. You and Cisco will commit full-time resources during standard business hours to resolve the situation.
Severity 3	Operational performance of your network or environment is impaired, although most business operations remain functional. You and Cisco both are willing to commit resources during standard business hours to restore service to satisfactory levels.
Severity 4	Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations. You and Cisco both are willing to provide resources during standard business hours to provide information or assistance as requested.

Helpful Cisco Links

Software Downloads   **POWR Tool (RMA Returns)**   **On-line Tool Catalog**