



Major Accident Reporting Process

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1、 Purpose

Services and mission involved	Provide resource guarantee services against major accidents, minimize the impact and influence of major accidents on customer business, recover and deal with major accidents as soon as possible, ensure the degree of customer satisfaction with after-sales service, and avoid accident escalation.
Service objectives	1、 Reduce the handling time of major accidents, and reduce the impact and influence of major accidents on customer business. 2、 Guarantee the satisfaction of customers and avoid major accidents escalating into critical accidents.
Contribution of this process to these objectives	Clarify the norms of reporting activities for major accidents at all links and at all levels, and clearly identify the reporting methods and the responsible persons who need to follow the accident after reporting.
Other related processes	Major accident-related processes are configured with major accident reporting templates and service recovery instructions.

2、 Scope of Application

Process start from	A fault report is received and judged to be a major accident	End until	Report to the superior organization to ensure that the accident is deemed as a major accident
Service scope	Briefly describe the main activities involved in the process from the initial link to the termination link in chronological order.		
Scope of application	Fault directly reported by the customer to SANGFOR, which have been identified as major accidents by both sides.		

3、 Classification and Definition of Problems and Accidents

Accident level	Influence	Detailed description
General problem	<ol style="list-style-type: none"> 1. The main functions of the device are not affected and can ensure the normal operation of main businesses of the customer, but other functions are abnormal. 2. Main functions focused by the customer are realized, but other auxiliary functions are faulty. 3. Configuration faults, usage faults, etc. 4. Policy configuration or device problems that affect a few end-user services, but not all users. 5. Device or report-related problems that will affect the operation configuration, but does not affect the service. 	<ol style="list-style-type: none"> 1. Virtual machine problems, such as fail or unable to migrate, fail to export/import ova, fail to achieve high availability, backup fault, etc. 2. Host fault, such as the host loses connection, and one of the hosts in the cluster is restarted after crashing. 3. Storage problems such as disk fault, lost connection of the storage, expansion fault, formatting fault, etc. 4. Maintenance problems, such as unsmooth console login, configuration errors, etc. 5. Virtual network problems, such as network fault, configure port group error, etc. 6. A few users encountered authentication failure, mistakenly rejected by the network access policy, access requesting box, and anti-share misjudgment, etc. 7. Invalid configuring network access policy, audit policy, flow control policy, and tamper-proofing policy, etc., and application identification errors. 8. The device console reports an error and cannot be opened. A function module reports an error and the configuration cannot be opened. 9. Unable to query a log, exception when export or generate reports, and so on.
Major accidents	<ol style="list-style-type: none"> 1. The customer's business is temporarily interrupted and is not recovered within 10 minutes. 2. The same situation of a general accident fails to be solved after the accident has been transferred to the R&D 	<p>Hyper-convergence:</p> <ol style="list-style-type: none"> 1. An important virtual machine (related to critical services that cannot be interrupted) have fault, which recovers after restarting the virtual machine or the server.