NH | HOTEL GROUP

Corporate IT & Organization Department

Process: Web Incidences Communication procedure

Subprocess:

Process Owner: Alu Rodriguez **Proces Leader: Victoriano Castro**

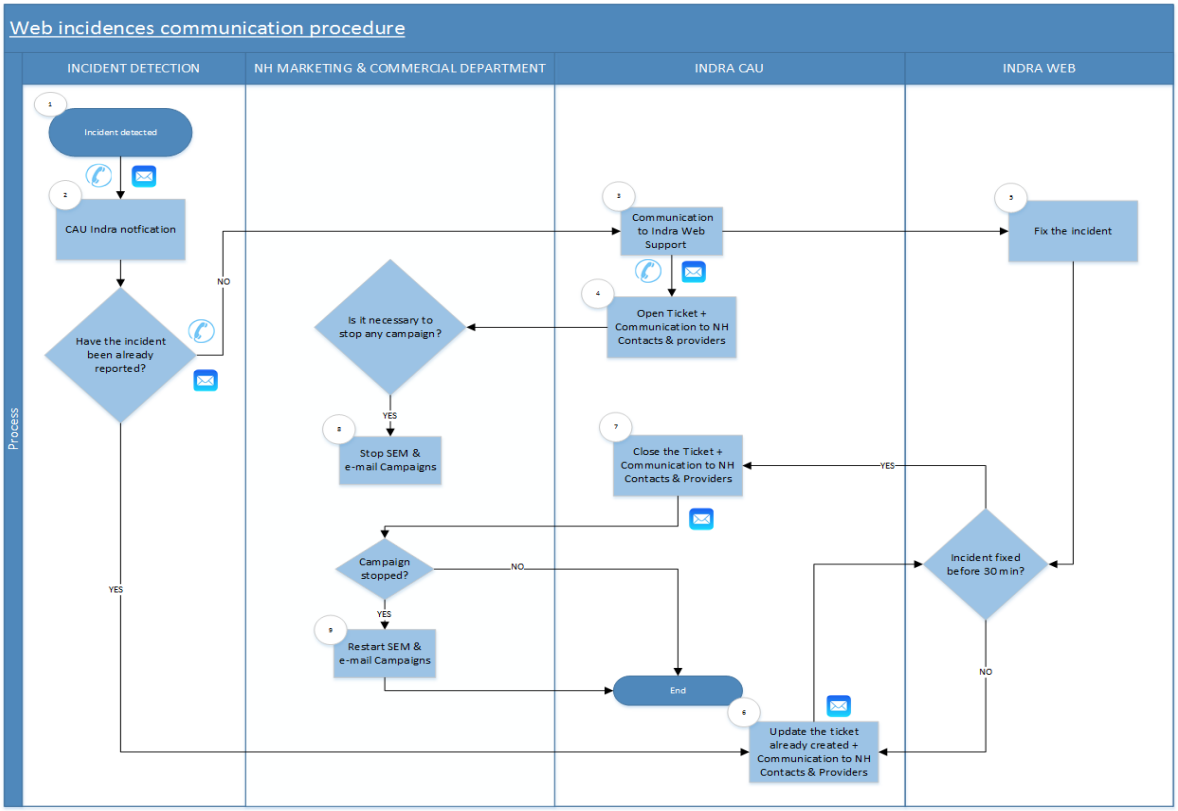
Author	Alvaro Liebana
Date	03/04/2017
Last modification date	
Document version	

NH Approvals

Name	Function	Date	Comments
Alu Rodriguez	Process Owner	03/04/2017	
Victoriano Castro	Process Leader	03/04/2017	

Modification History

Document Version	Date	Modified by	Comments
0.0	03/04/2017		



Shape	Name	Description
	Task	Represents an activity of the process
	Flow direction	Input or output of the task or decision
	Start/End	Indicates the beginning or the end of a process
	Process	Business process composed of tasks, decisions, input, outputs, flow directions report or documents and measured on a time basis
	Decision point	It is originated after one task and it generates two or another decision
	Report or document	It is a physical or electronic file used as input or output of a task

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Order	Task	Task Description	When	Responsible	Tools
1	Incident detected	Company, department or person that discovers the incident	N/A	N/A	NH Hotels Website
2	CAU Indra notification	Once the incident is discovered, first step is communicate to Indra CAU: E-mail: outscaubcn@indracompany.com Phone: +0034973193440	When the incident is detected	Incident reporter	E-mail / Phone
3	Communication to Indra Web Support	Indra CAU is responsible to contact Indra Web to inform them about the incident: E-mail: plataformawebnh@indra.es	When the incident is reported	Indra CAU	E-mail
4	Open Ticket + Communication to NH Contacts & providers	Indra CAU open Incident Ticket in their own system, and inform to defined departments: **Telefonica VIP Support:** E-mail: cdg.soportevip@telefonica.es Phone: +003491 754 86 83 **Telefonica Customized Services:** E-mail: gestion.sspp1@telefonica.com Phone: +003491 754 86 83 **E&Y Web:** E-mail: nhwebeylist@es.ey.com **Oracle ACS:** E-mail: nh_adm_ww_grp@oracle.com **Oracle Consulting:** E-mail: incidencias_soa@nh-hotels.com **E&Y TMS 4Connectivity:** E-mail: nhconnectivity@es.ey.com **Indra SAP Systems and DDBB Support:** E-mail: sapsystemnh@indra.es **NH Hotels IT:** E-mail: It.centralinfra@nh-hotels.com Phone: Victoriano Castro 630613100 Jose Francisco Blanco 628 61 59 89 **NH Hotels Mktg / E-Commerce Product:** E-mail: ECProdDev@nh-hotels.com **NH Hotels Marketing / Content:** content@nh-hotels.com **NH Hotels Marketing / SEM Campaigns:** E-mail: semcampaign@nh-hotels.com **NH Hotels Commercial:** E-mail: v.gonzalezgn@nh-hotels.com; e.romero@nh-hotels.com **NH Mktng BI:** y.leton@nh-hotels.com; i.romero@nh-hotels.com **Marketing Management, E-Commerce & Chat:** E-mail: s.keschelis@nh-hotels.com; p.pando@nh-hotels.com; chatnh@madisonmk.com **CRO coordinators:** E-mail: cro_coordinators@nh-hotels.com	When the incident is reported	Indra CAU	E-mail
5	Fix the incident	Indra Web is responsible to fix the incident	When the incident is reported	Indra Web	E-mail / Phone
6	Update the ticket already created + Communication to NH Contacts & Providers	If the time estimation to fix the incident was less than 30 minutes, and it was not possible to do, Indra CAU is responsible to update the ticket and communicate to NH and all providers involved (See list in Task 4). This task must be done every 30 minutes until the incident become fixed.	After 30 minutes of the incidence reporting	Indra CAU	E-mail
7	Close the Ticket + Communication to NH Contacts & Providers	Once the incident become fixed, Indra CAU is responsible to close the ticket and inform all provideres involved (see list in Task 4)	When the incident is fixed	Indra CAU	E-mail
8	Stop SEM Campaigns	When Indra CAU informs NH that there is an incident, Commercial and SEM Campaigns Department will stop the active campaigns or will delay the scheduled ones if necessary.	When Indra CAU informs about the incident	NH SEM Campaigns and Commercial Department	Experian
9	Restart SEM Campaigns	Once the incident have been fixed, Commercial and SEM Campaigns deparment will restart all the canceled Campaigns	When Indra CAU iinforms about the fixing of the incident	NH SEM Campaigns and Commercial Department	Experian

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Open Points				
Task Order	**Issue**	**Resolution**	**Responsible**	**Deadline Date**