

A photograph of a woman with glasses and a black shirt standing and smiling in a modern office setting. She is surrounded by colleagues who are seated at a table with laptops. Large windows in the background show a cityscape. A large, faint blue line graphic resembling a stylized '6' or a network diagram is overlaid on the right side of the image.

Six Degrees Operations Manual

An Operations Guide for Clients of Six Degrees

Secure, Integrated Cloud Services

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1. Version Control

1.1. Issuer Details

Issuer	Six Degrees
Date	01/04/2025
Master Document Version	3.0

1.2. Master Document Version History

Date	Version	Type/Change	
21/01/2025	0.3.0 Draft	Initial draft	
11/03/2025	0.3.1 Draft	Addition of ITIL Processes	
01/04/2025	3.0	Published Version	

1.3. Document Purpose and Usage

This Operations Manual outlines the operational support provided by Six Degrees for the services we supply to you. Additionally, this document details the procedures and processes for raising support tickets and requesting changes.

Please note that this document is subject to change. For the most current version, please refer to the Six Degrees [website](#).

This document may contain intellectual property rights and copyright, which are proprietary to Six Degrees.

Terms defined in the Master Services Agreement (MSA) between you and Six Degrees, any Statements of Work, Service Descriptions, or any other legal contracts, shall not be superseded by this Operations Manual.

This document shall not be copied nor disclosed to third parties, in whole or in part.

2. Information

2.1. Company Information

Head office address: Six Degrees, Commodity Quay,
St Katharine Docks,
London, E1W 1AZ

Contact Number: 0800 012 8060

Website: <https://www.6dg.co.uk/>

Email: info@6dg.co.uk

Company No.: 03036806

VAT No.: 135526617

2.2. Support Hours

Six Degrees' core business hours are described as 09:00 – 17:30, Monday to Friday (excluding Bank Holidays), UK local time.

Our support helpdesk is available 24/7, 365 days per year for Major Incident support. All other service requests or queries will be handled during our core business hours.

2.3. Useful Six Degrees Contacts

Incidents	incidents@6dg.co.uk
Request for Change	techqueries@6dg.co.uk
All General Enquiries	Customer.Success@6dg.co.uk
Sales Support	Sales.Support@6dg.co.uk
Open Orders	SIConnectivityandSIInfrastructure@6dg.co.uk
Billing	billing@6dg.co.uk
Accounts & Payments	credit.control@6dg.co.uk
Terminations	terminations@6dg.co.uk
Complaints	complaints@6dg.co.uk

2.4. General Queries

Our Customer Service team is here to assist you with any queries you may have regarding your current services, account, billing inquiries, or general escalations. We are also available to:

- Provide information on security queries
- Clarify details about future planned maintenance
- Offer information on our certifications and standards
- Address any other general inquiries you may have

Please contact Customer.Success@6dg.co.uk. This will raise a ticket with a unique reference number for you to track your request.

2.5. Six Degrees Support

You may raise technical queries and requests by phone, email, or in our [Client Portal](#).

Phone: [0800 012 8070](tel:0800 012 8070) or [+44 \(0\)20 7858 4010](tel:+44 (0)20 7858 4010)

Incidents	incidents@6dg.co.uk
Request for Change	techqueries@6dg.co.uk

We recommend using our [Client Portal](#) to raise Incidents or Requests as this will allow you to log and track all of your tickets.

Please contact Customer.Success@6dg.co.uk to request login details (your account will require an Admin user to approve the request). To login to the Client Portal for the first time, you will need your email address and will need to follow the password reset link.

When you contact our support team, you will be issued a Reference Number. This number serves as your unique identifier for your incident or request. Please provide this reference number when contacting the support team for additional information or updates.

3. Processes and Support

Six Degrees operates well documented, mature processes aligned to the ITIL framework, to ensure that we deliver consistent IT service management at the highest industry standards. Our main support processes are documented below:

3.1. Incident Management

3.1.1. Process Description

This describes how and what to do when you experience an unplanned interruption to a service, or reduction in the quality of a service. This section only applies to tickets that fall outside of the Major Incidents or P1 process. For Major Incidents or P1 Incidents, please review the [Major Incident Management](#) process.

3.1.2. Logging an Incident

When you experience a fault, incidents can be logged via one of the following methods:

- Phone
- Email, by contact incidents@6dg.co.uk
- Customer portal, via <https://6dg.service-now.com/cp/>

It is advised that for P1 tickets, or tickets that are of high urgency, that you contact 6DG service desk by phone to ensure you get into contact with someone who can triage the issue quickly.

Where additional information, such as log files or other attachments may be useful, you can also email to create a ticket and then upon receipt of the number, call the service desk to escalate the ticket priority.

3.2. Incident prioritisation

3.2.1. Initial incident prioritisation and triage

Incident prioritisation is critical for ensuring that Six Degrees react appropriately to the fault and attempt to restore service in order of impact. Incident priority is determined from a combination of impact and the urgency of the specific fault.

The incident priority is calculated as Impact & Urgency = Priority as shown in the below matrix in fig 1.

		IMPACT		
		High	Mid	Low
URGENCY	High	1	2	3
	Mid	2	3	4
	Low	3	4	5

Figure 1 - Incident Priority Matrix

Impact: How critical the downtime is to the business, this is typically measured by the number of users or influenced users, or one or more services being unavailable.

Urgency: Is usually defined in specific service SLAs, where multiple services are impacted the service with the higher priority should be used.

The below table outlines the current incident prioritisation used by Six Degrees for incidents, along with example:

Priority	Description	Example
1	Total loss of service or security breach. Your service does not function, and you are unable to access it. All users, or a group of priority users do not have access.	<ul style="list-style-type: none"> Complete failure of all services on a server. Hardware failure. Primary and backup connectivity failure. Complete failure of a published service.
2	Service impaired or degraded. You are able to access or use your service, but it is performing at an unacceptable level. X% of the business are unable to access a given service.	<ul style="list-style-type: none"> Failure of services on a server where the function is impaired. Remote access failures. Multiple user/domain failures (where an issue affects a large proportion of users/domains on a server). Primary connectivity failure (running on backup)

		<ul style="list-style-type: none"> Connectivity speed, loss or other impacting degradation.
3	Minor service degradation/warning from monitoring or non-impacting service issue. A feature or function is not working. There is a workaround, or you are able to utilise the service for the majority of it's function. A single user is unable to access a given service.	<ul style="list-style-type: none"> Single user unable to access a location or hosted/published application. Degradation that does not impact the functionality of the service.
4	Service requests. A required change or configuration alteration to a service. A technical query.	<ul style="list-style-type: none"> Monitoring system updates. Customer failover requests Customer information and documentation requests. In contract change requests (i.e., Firewall rule changes) Cosmetic account changes.

Table 1 - Incident Priorities

3.2.2. Changing incident priority:

During the course of an incident investigation, the priority should be reviewed for both impact and urgency to ensure it is still relevant. The below table provides some examples:

Current Priority	Impact	Revised priority	Reason
1	All users unable to access a service.	2	Workaround has been implemented to allow users to access the service. Investigation still required to fully restore service via primary means of access.
3	Single user unable to access RDS services.	2	Over time, the number of users unable to access RDS services increases to a point where a large percentage of the users cannot login.

Table 2 - Revising incident priorities

Where an incident should be reprioritised, please ensure that you contact Six Degrees either via phone for P1 tickets or on the ticket directly. If Six Degrees engineers look to adjust the priority of your ticket, this will be communicated to you.

3.2.3. Incident status types

As an incident is investigated it will go through several status changes which impact the SLA. The below table details the current incident states available in the incident management solution and a description around their appropriate use:

Incident State	SLA Status	Description
In Progress	Active	Six Degrees are working on the incident
Awaiting 3rd Party	Active	We have logged a ticket with our supplier / vendor and awaiting their feedback
Awaiting Cust Info	Paused	Pending client feedback - further information may be required in order to progress
Restored	Paused	P1 only. Issue has been mitigated, or a work around has been implemented, however further work or reason for outage is required
Resolved	Paused	Incident has been confirmed Resolved, either through contact with the customer or evidenced by the engineer. Customer receives a 'Not Resolved' link they can use within 5 days to re-open
Closed	Stopped	Incident fully closed and cannot be re-opened. If customer replies or uses link a new INC is generated in the unassigned.

3.2.4. Process Flow

See [Appendix 1](#)

3.3. Major Incident Management

3.3.1. Process Description

This describes how and what to do when you experience emergencies that affect business-critical services and require immediate attention. This section only applies to tickets that are triaged as P1 or Major Incidents. For standard Incident management, please review the [Incident Management](#) process.

The following guidance is in place to handle major incidents (P1s), as a Major Incident Manager (MIM). Please complete all steps to ensure a swift resolution to P1 incidents.

3.3.2. Logging a Major Incident

When you experience a fault, incidents can be logged via one of the following methods:

- Phone
- Email, by contact incidents@6dq.co.uk
- Customer portal, via <https://6dq.service-now.com/cp/>

For any P1 ticket, or tickets that are of high urgency, we always advise you to contact Six Degrees service desk by phone to ensure you get into contact with someone who can triage the issue quickly.

Where additional information, such as log files or other attachments may be useful, you can also email to create a ticket and then upon receipt of the number, call the service desk to escalate the ticket priority.

3.3.3. Process

The following guidance is in place to handle major incidents (P1s), as a Major Incident Manager (MIM). Please complete all steps to ensure a swift resolution to P1 incidents.

3.3.4. Instructions

- Raise a P1 ticket.
- MIM Engagement: The Service Desk or Service Delivery Manager (SDM) will escalate a P1 via the P1 escalation process which will automatically engage MIM via internal automation.
- P1 Questions: Service Desk will ask the P1 triage questions to the customer to assist in understanding the customer urgency and impact, and to provide the engineer with the appropriate information. This will either be completed on the phone if the customer calls in or will be sent via the ticket to be completed via a message reply.
- Running the P1: MIM will start an internal chat and engage the relevant engineers and SDM.
 - Set up an internal technical bridge call if required.
- P1 Comms: Initial comms will be sent once the ticket has been triaged, followed by hourly comms and resolution comms when the incident is resolved (or a workaround has been implemented).
- RFO: Post incident actions and root cause analysis.

3.3.5. MIM Engagement:

The Major Incident process will be started upon the Service Desk engineer triaging a ticket and marking it as a P1 following the below matrix, to define the correct priority. This process can also be initiated by a phone call to the Service Desk or following an SDM escalation.

BUSINESS IMPACT	SCALE				
	IMPACT DESCRIPTION	BUSINESS WIDE	DEPARTMENT	TEAM	INDIVIDUAL
	Critical; Not possible to complete key business tasks	P1	P1	P2	P3
	High; Key business tasks are significantly degraded	P1	P2	P3	P4
	Medium; Completion of key business tasks is made more difficult or taking longer	P2	P3	P4	P4
	Low; Does not impact on business, workaround is available	P3	P4	P4	P4

The Service Desk or SDM will then follow an internally documented process which will automatically engage MIM via automation, informing them that a P1 has been created and key information gathered.

3.3.6. P1 Questions:

Once the P1 process has been started, the Service Desk will then work with the customer to answer the P1 triage questions. These can also be provided by the customer as part of raising the incident to Six Degrees. The P1 questions are a specific set of questions designed to assist the Major Incident Manager in validating the impact of the incident and will also assist the resolving engineers by providing them with key information required to start troubleshooting.

Dear Customer,

Based on our initial diagnosis we believe the Priority of this ticket may need to be upgraded. In order to help troubleshoot this issue, please could you provide the following information? This information dramatically decreases resolution time of high priority tickets and allows us to capture the most common critical information.

Current Issue:

- o Summary of the issue, including any error messages -*
- o Which service is affected? -*
- o How many users are affected? -*

Issue History:

- o When was this issue first noticed? -*
- o What effect is this having on the business? -*

Specific Details:

- o If a network issue please provide the Address/Postcode of affected site(s) -*
- o If a server/cloud issue please provide the server/VM name(s) if known -*
- o Best contact details and contact method? -*

If this is an urgent matter that you wish to discuss with an engineer by phone, please call us on 0800 012 8070.

*Kind Regards,
Six Degrees Service Desk*

These questions will be asked by the Service Desk engineer via the ticket if the customer has logged the incident via the portal or will be asked directly over the phone if the customer has called the service desk. To expedite the process, we advise that P1 tickets are raised with these questions prepopulated by the customer if not calling in.

These questions are then posted into the P1 incident in the ITSM tool as well as in the internal chat.

3.3.7. Running The P1

At the same time as the P1 triage questions being answered, the Major Incident Manager assigned will review the incident ticket and create an internal bridge. The following people are added at a minimum:

- Head of Client Services
- The person escalating the incident
- The customer SDM or Account Manager (AM)
- The assigned engineer and the 'referred to' engineer where applicable, as well as any team lead, to assist with engineer assignment.

The Major Incident Manager will then send 'initial/new' comms, to inform the customer that the incident has been accepted as a P1 and is being investigated.

Now that the process has been started, the internal communication channel has been set up with the relevant engineers engaged, and initial communications sent, the Major Incident Manager will work with the engineering teams on resolving the incident. MIM will check recent changes and requests to see if anything has taken place that could have caused the issues, whilst the engineers investigate to work towards restoring service. MIM will work closely with the engineers to gather updates, and the customer for testing to be completed once a fix is put in place.

During the P1, MIM will ensure that the incident is handled in line with our standard processes, any necessary escalations are made and that we have engagement from the engineers throughout. During the investigation, formal communication will be sent via the hourly update comms. Additional updates from the engineers may also be placed on the ticket where required, which will be sent out automatically via email from the ITSM tool. Please note that, while we will endeavour to communicate with the customer on an hourly basis, this may not always be possible where certain circumstances apply, such as a 3rd party activities that have ETA which is greater than 1 hour, or if we agreed a different update frequency with the customer.

Should multiple teams need to be engaged at the same time and multiple investigations need to be carried out, either simultaneously or in sequence, then the MIM may decide that a tech bridge is the best course of action, and will set up an internal call so that the engineers can talk through the steps together, screensharing where required, to either troubleshoot together or collaborate at each stage.

3.3.8. Restoration

Service restoration can take two forms; restored or resolved. If a ticket is marked as restored this means that Six Degrees have reason to believe that service has returned, whether this is through a temporary or permanent fix. A ticket stays in restored state whilst any outstanding actions are performed, such as working on a permanent fix, confirming with the customer that service is restored, testing and monitoring activities etc.

Once a permanent fix is in place, is confirmed by the customer, and there is no immediate outstanding activities to perform, the ticket will be moved from Restored to Resolved.

In some cases, a ticket may go straight to Resolved and bypass Restored state, such as where the customer has been working closely with us and tested live.

3.3.9. Changing Incident Priority

Upgrading: Some incidents may be raised as a P2 or P3 due to degraded service or small business impact but may worsen over time. In this situation, as the service or business impact gets worse, the customer, SDM, or engineer will increase the ticket severity to a P1. The same process will then be followed; upgrading the ticket to a P1, asking the P1 questions and engaging MIM.

Downgrading: Some incidents may start as a P1, based on the priority matrix and be validated by MIM, but then during the investigation stage, more information may arise that would mean that we downgrade the ticket to a P2. This could be for multiple reasons; User error/user caused P1 by the user making a change that they will resolve themselves, or a customer logging the issue with Six Degrees but later finding out that the specific issue isn't something that is managed by Six Degrees and the customer will then go to their other provider/s etc.

3.3.10. P1 Communications:

The P1 MIM communications are formal email messages, via the ITSM tool ticket, that will be sent to the customer, the resolving engineer, and the SDM/AM team. These communications are there to supplement the customer facing updates placed in the ticket by the engineer.

There are 3 types of Comms; **NEW**, **UPDATE**, and **RESTORED**.

The '**NEW**' comms is sent at the very start of the P1, as soon as it has been validated as a P1, MIM engaged, and engineers lined up.

We aim to send the '**UPDATE**' comms hourly starting 1 hour after the '**NEW**' comms have been sent, with the exceptions being if it agreed beforehand with the customer that they aren't required hourly, if there isn't anything significant that has occurred before the hour mark, or if there are circumstances that apply, such as a 3rd party visiting site with an ETA that is longer than 1 hour etc.

The '**RESTORED**' comms are sent once we have had confirmed from the customer that the issue has now been restored, and service is back to normal.

3.3.11. RFO:

Once the incident has been set to restored, there may be further investigations that are required, and the customer may request an RFO. This would be requested from the SDM, via the customer and the SDM will raise a RITM, which will then be picked up by the Problem Manager and the RFO process will be started.

3.3.12. Process Flow

See [Appendix 2](#)

3.4. Problem Management

3.4.1. Process Description

Problem Management is the process responsible for managing the lifecycle of all Problems. The primary objectives of Problem Management are to:

- Prevent problems occurring.
- Eliminate recurring incidents.
- Minimise the impact of incidents that cannot be prevented.
- Identification of root cause.

3.4.2. Raising a Reactive Problem Record

Six Degrees Problem Management process requires a Problem Record to be raised at the resolution of each customer impacting P1 Incident or MSO. This will capture Root Cause investigations and track the identification and completion of preventative actions.

3.4.3. Proactive Problem Management Process

High-level Six Degrees Proactive Problem Management process is as follows:

- Bi-Weekly incident trending carried out using automated analysis of all events
- Problem Records raised for each of the Top 10 recurring CIs/issues across all customers.
 - Trending includes manually resolved and self-heal tickets
- Problem records assigned to engineers based on technology
- Engineer investigates and identifies root cause
- Fix implemented under appropriate Change control with customer visibility
- Problems are only closed with Problem Manager approval

3.4.4. Problem Record Priority Definitions

Proactive Problem Records will be raised with the following priorities, following conclusion of incident trending activities:

Priority	Threshold
1 - Critical	5+ events per day (i.e. 20 within 4 days)
2 – High	2-4 events per day
3 - Average	1 event per day

Reactive Problem Records will be allocated priority based on customer impact and likelihood of the issue recurring.

NOTE – Problem Records raised from P1 incidents will be raised as P1 by default.

3.4.5. Problem Management Priority and Update Cadence

Priority	Minimum Update Frequency	Target Resolution Timeline
1 - Critical	3 Working Days	10 working days
2 - High	5 Working Days	1 month
3 - Average	10 Working Days	2 months
4 - Low	21 Working Days	3 months

3.4.6. Customer Responsibilities

Where a potential Problem Record is identified, customers should engage with their Six Degrees Service Delivery Manager or your Account Manager and request a Problem is raised. This will be triaged by the Six Degrees Problem Manager and managed in accordance with the Six Degrees Problem process.

3.4.7. Process Flow

See [Appendix 3](#)

3.5. Change Management

3.5.1. Process Description

At Six Degrees, we understand the importance of managing changes to services, infrastructure, and applications effectively to ensure minimal disruption to our clients. Our Change Enablement process is designed to assess risks, secure necessary approvals, and implement changes in a way that maintains service continuity.

3.5.2. Logging a Change Request

A Request for Change (RFC) can be logged via one of the following methods:

- Phone
- Email, by contact techqueries@6dg.co.uk
- Customer portal, via <https://6dg.service-now.com/cp/>
 - select “raise a request to change your service”

A Service Request will be raised as Priority 4.

3.5.3. Change Categorisation

Your request will be initially assessed by our support team and classified into one of three Service Request types (**MACD**, **in-scope RFC**, or **out of scope RFC**).

3.5.4. MACDs (Moves, Adds, Changes, or Deletions)

Our MACD catalogue contains a list of predefined, frequently requested, or routine tasks that are requested to be completed by our support team.

If you have purchased a Managed Service with us for which a request is submitted, the item may be included as part of your Managed Service. Our Managed Services may have a set number of inclusive items which refresh on a monthly basis. Requested items that are not included in your contracted Managed Service will incur a fee.

Please note that all Emergency and Out of Hours MACDs are chargeable.

3.5.5. In-Scope RFCs

In-scope RFCs are typically small changes or routine tasks that are included as part of the normal operation of your Managed Service. It includes changes that are not MACD items, but are:

- changes that are described as being included within a Managed Service that you have purchased from us; or
- a change that we agree is described in the relevant Service Description or your Order Form.

3.5.6. Out-of-Scope RFCs

Out of scope RFCs are typically small changes with low complexity, require less than eight (8) hours of time to plan, implement, update documentation and close.

An out-of-scope RFC is applicable where:

- You have not purchased a Managed Service with us to which your request relates;
- The change requested is not included as part of your Managed Service (as described in the relevant Service Description); or
- You have exceeded the monthly changes allowance agreed as part of your Managed Service,

3.5.7. RFC Delivery

RFCs will be delivered by the following methods:

1. **Service Request (RITMs)** – Low complexity, highly repeatable Changes, which are implemented following Six Degrees Request Management processes.
2. **Standard Changes** - Low-risk, routine changes that have been tested and pre-approved. These are typically repeated actions that don't require additional review each time they are performed. These are reviewed and approved as part of a pre-established process.
3. **Normal Changes** - These carry a moderate level of risk and require a detailed risk assessment, planning, and approval through the standard change management processes. They are scheduled to ensure minimal disruption to services. These undergo a detailed assessment by the Change Advisory Board (CAB) before approval.
4. **Emergency Changes** - Urgent changes that need to be implemented immediately to restore service or prevent a major issue. These changes go through an expedited approval process to resolve the problem as quickly as possible. These are handled by the Emergency Change Advisory Board (ECAB) for rapid review and approval.

3.5.8. Customer Requirements

For a smooth change management process, we require (and provide) at least 10 working days' notice for routine changes. Changes that impact service availability will be scheduled based on customer preferences (where possible), including the option for out-of-hours changes when necessary. For customer-specific projects or services, changes will be scheduled at mutually agreed times.

3.5.9. Process Flow

See [Appendix 4](#)

4. Escalation Progression

From time to time, the issues you encounter may need to be escalated. The matrix below provides you with the contact details you need in order to make a Technical Services escalation. As our Service Desk is staffed 24x7 in order to ensure a prompt response, please ensure you log your Technical Services escalation via them in the first instance. Please note, all times stated below are based on UK local time.

We operate a five-tier escalation matrix.

Escalation Level	In Hours, Monday to Friday		Out of Hours	
	07:00 – 19:00		24x7	
1	Service Desk: Incidents@6dg.co.uk 0800-012-8070	End User Service Desk: servicedesk@6dg.co.uk 0800-012-8070	Service Desk: Incidents@6dg.co.uk 0800-012-8070	End User Service Desk: servicedesk@6dg.co.uk 0800-012-8070
2	Service Desk Lead: Incidents@6dg.co.uk 0800-012-8070	Service Desk Lead: servicedesk@6dg.co.uk 0800-012-8070	24x7 Shift Lead: 0800-012-8070 – Request to speak to the shift lead who will ensure the correct technical escalation has been followed.	
	09:00 – 17:30		24x7	
3	Service Desk Managers: servicedeskmanager@6dg.co.uk		Major Incident Manager: 0800-012-8070 – If you feel that the incident has not been triaged correctly, contact the shift lead and ask for MIM engagement to review.	
4	Heads of Client Experience: management.escalation@6dg.co.uk			
5	Directorate, Client Experience: exec.escalation@6dg.co.uk			

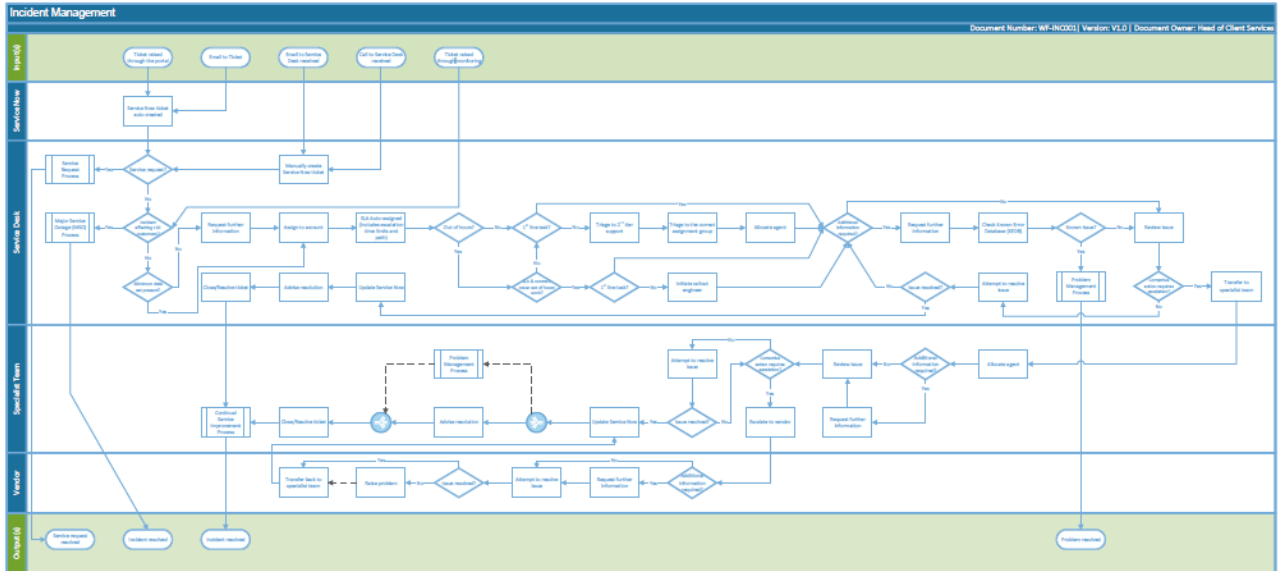
5. Complaints Process

Six Degrees prides itself on our customer satisfaction. We welcome all feedback and use this to improve all of our service offerings. We operate a complaints handling procedure, compliant with our regulatory requirements. All details are available on our website: [Complaints Code & Policy here](#)

6. Appendices

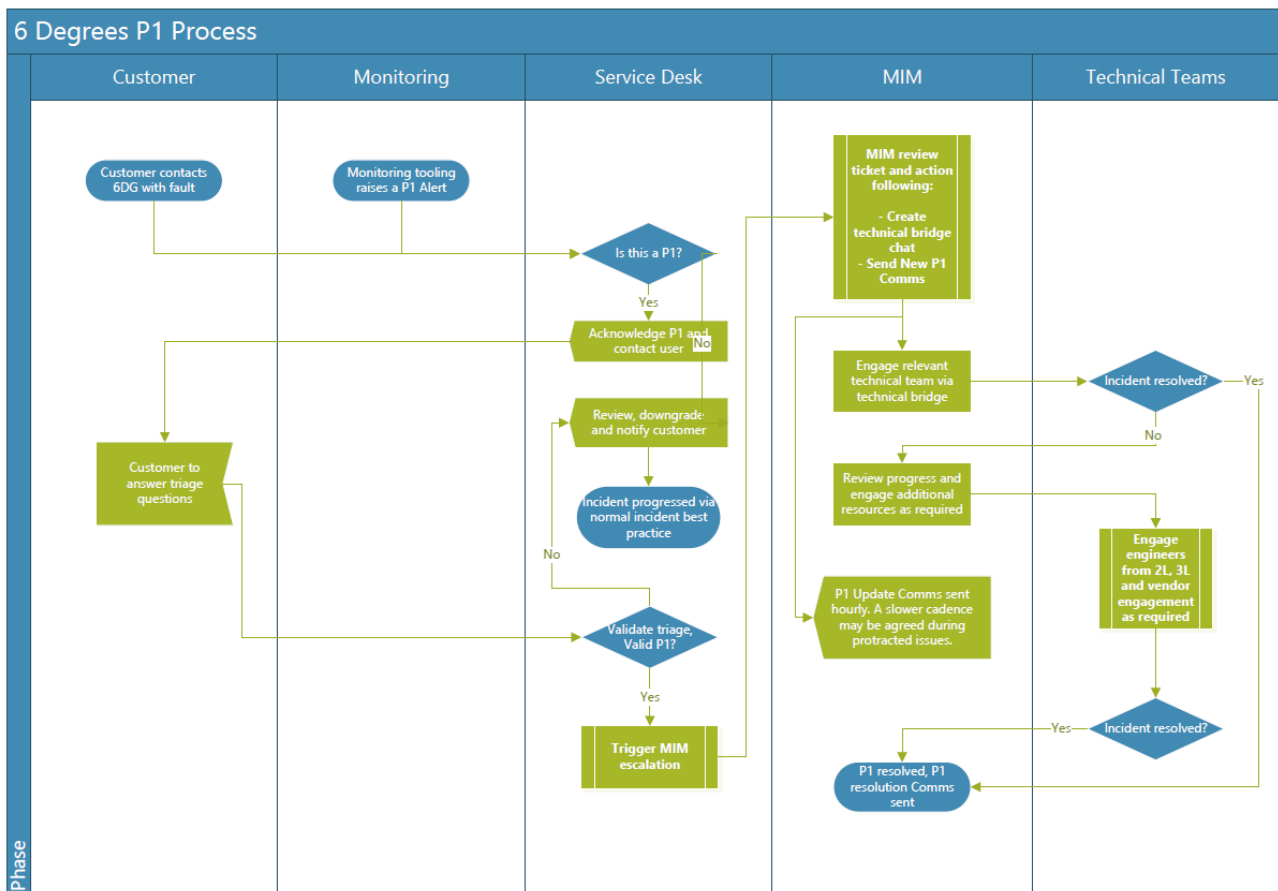
6.1. Appendix 1

Incident Management Process Flow



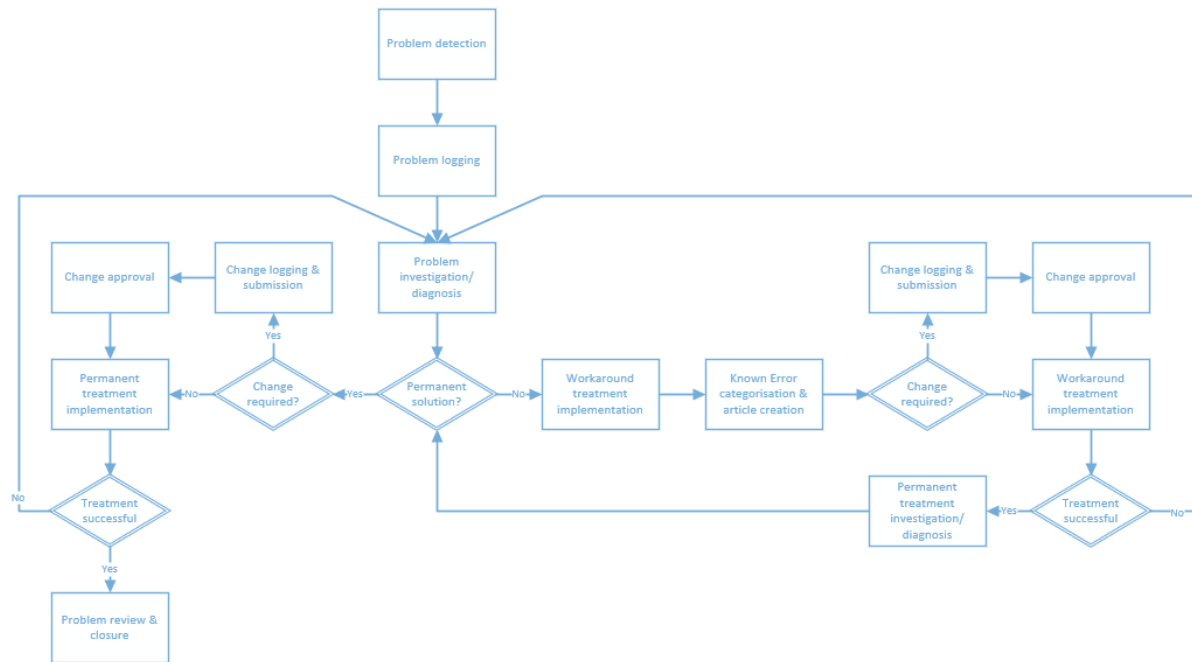
6.2. Appendix 2

Major Incident Management Process Flow



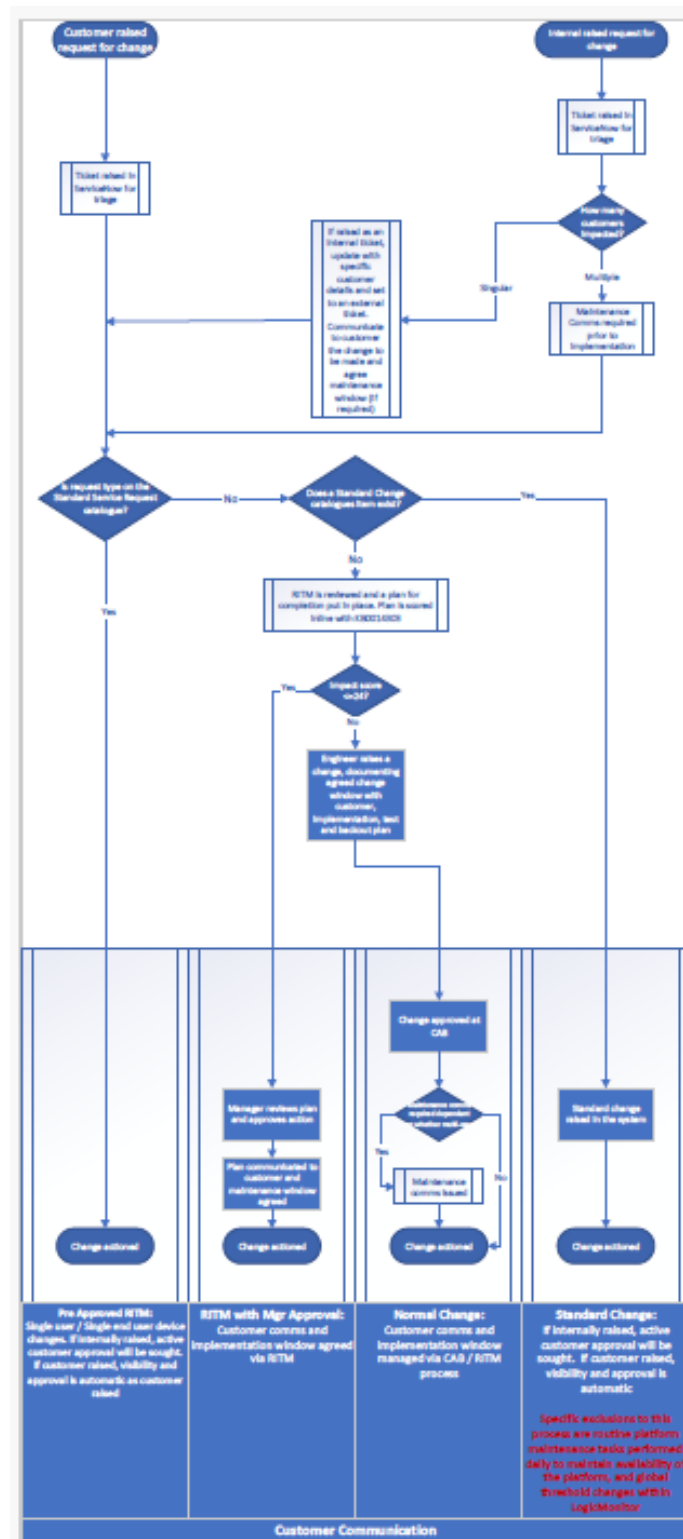
6.3. Appendix 3

Problem Management Process Flow



6.4. Appendix 4

Change Management Process Flow





For more information

Tel – 0207 858 4935

Email – info@6dg.co.uk

www.6dg.co.uk