

OMMO Analytics

SOP - Incident and Maintenance Handling

Standard operating procedure for OMMO Analytics delivery, support, and managed client operations.

Owner	OMMO Group Company
Product	OMMO Analytics
Version	1.0
Status	Active operating draft

Purpose

Handle source failures, sync issues, and dashboard problems without exposing confusing technical details to clients.

Scope

Applies to connector errors, API expiry, server errors, failed syncs, and degraded data freshness.

Roles

- Technical owner: investigates.
- Admin operator: updates status.
- Support owner: communicates if needed.

Required inputs

- Error log.
- Affected tenant/source.
- Last successful sync.
- Client-facing status.
- Admin stack/error details.

Procedure

- Identify affected tenant and source.
- Set client-facing status to Maintenance, Needs review, Expired, or Disconnected.
- Keep raw error details in admin logs.
- Resolve credentials, scopes, API limits, or mapping issue.

- Rerun sync and confirm recovery.
- Close incident with notes.

Quality checks

- Client never sees raw API errors.
- Dashboard fallback prevents hard crash where possible.
- Incident includes root cause and fix.
- Recurring issues become backlog items.

Records to maintain

- Incident note.
- Error log reference.
- Status changes.
- Recovery timestamp.