Tech Info Library

PATHWORKS: Problem Escalation Process

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Security:       Everyone
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TOPIC -----------------------------------------------------------
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I have a PATHWORKS question about problem escalation and the interface to
Apple. Since DEC now owns all the code except DAL and MacX, should we just
push all escalations up the "normal" DEC path?

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DISCUSSION ------------------------------------------------------
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PATHWORKS for Macintosh has always been a Digital product. It's sold and
supported by Digital. Report all problems with PATHWORKS-related
components to Digital support.

- In the U.S., this is Digital Customer Support Center (CSC).

- From other countries, report problems to the local Digital office; they
  will escalate to Digital in the U.S. if necessary.

Apple Engineering has trained Digital engineering on the transitioned
components. The process for escalation hasn't changed. If Digital CSC
can't handle a problem, they will escalate it to the PCSG Engineering
Maintenance Organization (PCSGEM). Should that component be something
Apple developed and maintained, Digital PCSGEM will notify Apple Tech Comm.

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