



# IT Point of Contact and Escalation Guide

This document outlines how to get help, who handles specific systems, and how we escalate issues to ensure the fastest possible resolution.

## Where to start

The IT department is split into two teams; DevOps and R&M.

The R&M team is responsible for all general IT support for the stores, corporate locations, and operations and field leadership.

DevOps manages the entire non-POS software lifecycle: frontend/backend development, implementation, integrations, data management, forms, reporting, Tableau, and all non-POS account management.

| R&M Team (David Carreon)                         | DevOps Team (Keta Shroff)                                                          |
|--------------------------------------------------|------------------------------------------------------------------------------------|
| POS support and repair                           | Reporting such as; Metabase, Tableau, Web                                          |
| IT hardware procurement for stores and corporate | Databases and data integrations                                                    |
| Internet, Networking, and Wifi connections       | Forms: Cognito, Google Forms, and web forms                                        |
| Phone and Camera systems                         | Automations such as; daily emails, approval workflows, and workflow notifications. |
| Team Members                                     | Team Members                                                                       |
| Andru Romero<br>Dustin Dougherty<br>John Lott    | Chigo Uwadoka<br>Eric Dunn<br>Eric Ginder                                          |
| Communication Method                             | Communication Method                                                               |
| MaintainX / IT Hotline                           | IT DevOps Project Request Form /<br>it@whitewatercw.com                            |

### R&M / DevOps - "Dotted Line" Support (Josh McCown)

John Oliver - Security Administrator

Kevin Rapsard - POS Administrator

## IT Team Details

### R&M

The following categories are managed by the R&M Team under the Management of David Carreon;

| Category                           | Primary System                                                            | Primary Contact                                   |
|------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------|
| <b>POS Troubleshooting</b>         | DRB Sitewatch, DRB Patheon, ICS troubleshooting and parts ordering        | IT Hotline with MaintainX work order              |
| <b>POS Customer Account Issues</b> | FP issues and customer account errors                                     | IT Hotline with MaintainX work order              |
| <b>POS Access Control</b>          | Only DRB and ICS password reset and permissions changes                   | IT Hotline with MaintainX work order              |
| <b>POS Configuration</b>           | Backend configurations, profile changes, promo, prepaid codes,            | Kevin Rapsard (cc Josh) with MaintainX work order |
| <b>Paystations</b>                 | XPT, Autosentry, SAL, POS Tablet troubleshooting and parts ordering.      | IT Hotline with MaintainX work order              |
| <b>Gates, RFID, LPR</b>            | MagGate, FP, LPR troubleshooting and parts ordering                       | IT Hotline with MaintainX work order              |
| <b>Cameras</b>                     | Troubleshooting and access and parts ordering                             | IT Hotline with MaintainX work order              |
| <b>Internet</b>                    | Internet outage, installation, service                                    | IT Hotline with MaintainX work order              |
| <b>Networking / Wifi</b>           | Outages, damaged equipment, repairs, and upgrades                         | IT Hotline with MaintainX work order              |
| <b>Phones</b>                      | Outages, damaged equipment, repairs, and upgrades                         | IT Hotline with MaintainX work order              |
| <b>Tunnel Controller</b>           | Permissions, troubleshooting, parts ordering                              | IT Hotline with MaintainX work order              |
| <b>Tables</b>                      | Store POS tablet, Rinsed Tablet, and customer account management tablets. | IT Hotline with MaintainX work order              |
| <b>Computer Hardware</b>           | Store office computers, webcam, speakers, printers,                       | IT Hotline with MaintainX work order              |

|                                |                                                                                |                                                                               |
|--------------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
|                                | Operations/Maintenance<br>Laptops. Troubleshooting,<br>repairs, new purchases. |                                                                               |
| <b>LED Signs / Menu Boards</b> | Troubleshooting and repairs                                                    | IT Hotline with MaintainX<br>work order and Marketing for<br>content creation |

## DevOps

The following categories are managed by the DevOps team under the Management of Keta Shroff;

**IMPORTANT:** All new development request, and bug fixes must be submitted through the IT DevOps Project form: [IT DevOps Project Request Form](#)

| Category                          | Primary System                                                                                                                                | Primary Contact                                |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>New Requests</b>               | All new requests, new software integrations, dashboards across any of the below software                                                      | <a href="#">IT DevOps Project Request Form</a> |
| <b>Access Control</b>             | Password reset and account creations for; Tableau, Email, Deputy, TalentLMS, JazzHR.<br>(Note: ADP see HR and Lightyear/Divvy see Accounting) | it@whitewatercw.com                            |
| <b>Intranet (Troubleshooting)</b> | <a href="#">intranet.whitewatercw.com</a> and <a href="#">portal.whitewatercw.com</a><br>troubleshooting, credentials,                        | it@whitewatercw.com                            |
| <b>Tableau (Troubleshooting)</b>  | Troubleshooting, training, and updates                                                                                                        | chigo@whitewatercw.com                         |
| <b>Tableau (Access Control)</b>   | Account creations, password reset, and permissions                                                                                            | it@whitewatercw.com                            |
| <b>Metabase (Troubleshooting)</b> | Troubleshooting and updates                                                                                                                   | it@whitewatercw.com                            |
| <b>Data</b>                       | Data integrations existing/new, data accuracy, database management.                                                                           | it@whitewatercw.com                            |
| <b>Cognito</b>                    | Troubleshooting and updating.                                                                                                                 | it@whitewatercw.com                            |
| <b>Onboarding / Offboarding</b>   | Account creations, password reset, and permissions                                                                                            | it@whitewatercw.com                            |

## Not IT

The following items are items not currently managed by either IT team.

| Category        | Primary System                                         | Primary Contact                                              |
|-----------------|--------------------------------------------------------|--------------------------------------------------------------|
| ADP             | Account creation, password resets, and account updates | <a href="mailto:hr@whitewatercw.com">hr@whitewatercw.com</a> |
| Lightyear/Divvy | Account creation, password resets, and account updates | accounting@whitewatercw.com                                  |

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## Escalations

If an issue is not being resolved or the impact of an issue increases, follow the following paths. Please avoid directly messaging individual team members directly unless requested, as this slows down the documentation process. Do not skip steps in the escalation process and allow the team the times outlined below to respond before escalating.

### R&M Team:

See the SLA document for the expected response times based on issue priority. [R&M SLA - Escalation - Hours of Operations](#)

#### Escalation 0: Collaboration (Wash Down)

- **Point of Contact:** Area Director / Regional Director
- **Scope:** Initial entry point for level 3 (wash down) outages. Ensure that your Area Director, Regional Director and RFM are aware of when a wash is down. At times they can provide support for a quicker resolution to the issue as well as have escalated access to the car wash systems.
- **When/Who to Escalation:**
  - When additional IT support is needed for a level 3 (wash down) contact the IT Hotline for assistance.

#### Escalation 1: General Support

- **Point of Contact:** IT Hotline / MaintainX
- **Scope:** Initial entry point for R&M support categories outlined above
- **Resolution Timeline:**
  - Level 1 (low priority) work order < 4 weeks
  - Level 2 (med priority) work order < 2 weeks
  - Level 3 (high priority) work order < 1 hour.
- **When/Who to Escalate:** After the resolution time is not met.

- If this is a level 1 (low priority) or level 2 (med priority) work order and the issue remains unresolved with no activity and impacts safety, customers, or the ability to operate escalate to Andru Romero, [aromero@whitewatercw.com](mailto:aromero@whitewatercw.com), (281) 817-6495.
- If this is a level 3 priority work order (i.e wash down) and the issue remains unresolved with no activity escalate this to Andru Romero, [aromero@whitewatercw.com](mailto:aromero@whitewatercw.com), (281) 817-6495.
- If this is a company-wide issue impacting security or safety immediately escalates to David Carreon, [dcarreon@whitewatercw.com](mailto:dcarreon@whitewatercw.com), (832) 277-8286

#### Escalation 2: Technical Lead

- **Point of Contact:** Andru Romero, [aromero@whitewatercw.com](mailto:aromero@whitewatercw.com), (281) 817-6495
- **Scope:** Issues impacting multiple users, recurring issues, or complex configurations.
- **Response Timeline:** Response 24 hours from contact either resolving the issue or with a path and timeline for resolution.
- **When/Who to Escalate:** After the 24 hour period if not a level 3 work order.
  - If this is a level 1 (low priority) or level 2 (med priority) work order and after a 24 hour period the issue remains unresolved with no activity and impacts safety, customers, or the ability to operate escalate to David Carreon, [dcarreon@whitewatercw.com](mailto:dcarreon@whitewatercw.com), (832) 277-8286.
  - If this is a level 3 priority work order (i.e wash down) and you are unsuccessful at contacting Andru the issue remains unresolved with no activity immediately escalate this to David Carreon, [dcarreon@whitewatercw.com](mailto:dcarreon@whitewatercw.com), (832) 277-8286 as well as your Regional Director and RFM.

#### Escalation 3: Management Escalation

- **Point of Contact:** David Carreon, [dcarreon@whitewatercw.com](mailto:dcarreon@whitewatercw.com), (832) 277-8286
- **Scope:** High-priority outages, team performance issues, or budget/procurement approvals.
- **Response Timeline:** Response 24 hours from contact either resolving the issue or with a path and timeline for resolution.
- **When/Who to Escalate:** After the 24 hour period if not a level 3 work order.
  - If this is a level 3 priority work order (i.e wash down) and you are unsuccessful at contacting David and the issue remains unresolved with no activity escalate this to Josh McCown, [jmccown@whitewatercw.com](mailto:jmccown@whitewatercw.com) (281) 839-6167.
  - If this is a company-wide issue impacting security or safety and you are unsuccessful at contacting David escalates to Josh McCown, [jmccown@whitewatercw.com](mailto:jmccown@whitewatercw.com) (281) 839-6167.
  - If you have not received communication from David after 24 hours from your contact either resolving the issue or with a path and timeline for resolution escalate this to Josh McCown, [jmccown@whitewatercw.com](mailto:jmccown@whitewatercw.com) (281) 839-6167.

## R&M SLA (Service Level Agreement)

|                 | Level 1                                                                                                                                                                                                                                                                            | Level 2                                                                                                                                                                                                                                                                           | Level 3                                                                                                                                                                                                                                                                           |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Initial Request | <b>Resolution &lt; 4 weeks</b><br>Contact IT Remote Support (401) 209-1110 option 1<br><br>Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.                       | <b>Resolution &lt; 2 weeks</b><br>Contact IT Remote Support (401) 209-1110 option 2<br><br>Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.                      | <b>Resolution &lt; 1 hours</b><br>Contact IT Remote Support (401) 209-1110 option 3<br><br>Operations initiates contact with IT Remote Support. The representative gathers information, performs initial troubleshooting, and attempts to resolve the issue.                      |
| Escalation 1    | <b>Unresolved &gt; 4 weeks</b><br><br>If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110                                                                                                                        | <b>Unresolved &gt; 2 weeks</b><br><br>If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110                                                                                                                       | <b>Unresolved &gt; 1 hours</b><br><br>If the issues cannot be resolved by the initial contact, operations will escalate it to the IT Support (401) 209-1110                                                                                                                       |
| Escalation 2    | <b>Unresolved &gt; 6 weeks</b><br>If the issue persists, operations escalates to the IT Support Supervisor: Andru Romero<br><a href="mailto:aromero@whitewatercw.com">aromero@whitewatercw.com</a> (281) 817-6495                                                                  | <b>Unresolved &gt; 3 weeks</b><br>If the issue persists, operations escalates to the IT Support Supervisor: Andru Romero<br><a href="mailto:aromero@whitewatercw.com">aromero@whitewatercw.com</a> (281) 817-6495                                                                 | <b>Unresolved &gt; 2 hours</b><br>If the issue persists, operations escalates to the IT Support Supervisor: Andru Romero<br><a href="mailto:aromero@whitewatercw.com">aromero@whitewatercw.com</a> (281) 817-6495                                                                 |
| Escalation 3    | <b>Unresolved &gt; 2 months</b><br>In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&M IT Manager: David Carreon<br><a href="mailto:dcarreon@whitewatercw.com">dcarreon@whitewatercw.com</a> , (832) 277-8286 | <b>Unresolved &gt; 4 weeks</b><br>In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&M IT Manager: David Carreon<br><a href="mailto:dcarreon@whitewatercw.com">dcarreon@whitewatercw.com</a> , (832) 277-8286 | <b>Unresolved &gt; 3 hours</b><br>In critical cases where previous levels cannot resolve the issue, operations escalates to the Regional Director, and R&M IT Manager: David Carreon<br><a href="mailto:dcarreon@whitewatercw.com">dcarreon@whitewatercw.com</a> , (832) 277-8286 |
| Escalation 4    | For very critical or unresolved issues impacting major business functions, the final escalation level involves the VP of Operations, National Facilities Director, and VP of IT (Josh McCown) to ensure a swift and effective resolution.                                          |                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                   |



If an issue cannot be resolved promptly, Operations staff must not delay in escalating it. It is their responsibility to actively seek a resolution and immediately communicate with their supervisor for further support.

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## DevOps Team:

### Escalation 1: General Support

- **Point of Contact:** [it@whitewatercw.com](mailto:it@whitewatercw.com), [chigo@whitewatercw.com](mailto:chigo@whitewatercw.com)
- **Scope:** Initial entry point for DevOps support categories outlined above
- **Response Time:** Resolution within 24 hours.
- **When/Who to Escalate:**
  - If there is no response within 24 hours of submission or if the issue's priority has increased, escalate it to Escalation 2: Management Escalation.

### Escalation 2: Management Escalation

- **Point of Contact:** Keta Shroff, [kshroff@whitewatercw.com](mailto:kshroff@whitewatercw.com), (281) 546-9284
- **Scope:** High-priority outages, data issues, team performance issues, or new IT DevOps projects requests.
- **Response Time:** Resolution within 24 hours.
- **When/Who to Escalate:**
  - If you have not received communication from Keta after 24 hours from your contact either resolving the issue or with a path and timeline for resolution escalate this to Josh McCown, [jmccown@whitewatercw.com](mailto:jmccown@whitewatercw.com) (281) 839-6167.
  - If this is a company-wide issue impacting security or safety and you are unsuccessful at contacting Keta immediately escalates to Josh McCown, [jmccown@whitewatercw.com](mailto:jmccown@whitewatercw.com) (281) 839-6167.

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