



Information Technology Services Process Document

Parent Policy: None
PRC01-ITS Incident and Problem Management
Information Technology Services

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1. OVERVIEW

The objective of Incident Management is to restore normal operations as quickly as possible with the least possible impact on either the institution or the user, at a cost-effective level of service.

2. PURPOSE

Activities of the Incident Management process include:

- Incident detections and recording
- Classification and initial support
- Investigation and diagnosis
- Resolution and recovery
- Incident closure
- Incident ownership, monitoring tracking and communication.

3. SCOPE

This procedure is intended to aid Service Desk analysts and incident management teams. The scope of Incident Management is a very wide process. It can include anything that relates to IT Services and effects client service. Examples include:

- Network outages
- Hardware resets, changes
- All user questions: 'How do I...'
- Performance issues
- Errors and failures in software, network and hardware

4. DEFINITIONS

4.1 IT: Information Technology

4.2 Incident: This is any event which is not part of the standard operation of the service and which causes, or may cause, an interruption or a reduction of the quality of the service.

4.3 Incident Management Team: Refers to a team in IT Services who are assigned to work on and eventually resolve or close an incident that is escalated beyond the Service Desk.

4.4 IT Service Management: Refers to the global collection of services provided by IT Services to the university community.

4.5 Incident Management: The primary Service Desk tool used for incident management ticket logging as well as tracking loaned equipment and other Service Desk requests.

5. PROCEDURES

5.1 INCIDENT IDENTIFICATION AND LOGGING

When a call is received at the Service Desk, the Service Desk analyst determines the priority of the call and whether the incident can be resolved at the Service Desk or whether it has to be assigned to an Incident Management team. An email is sent to the user with the ticket number verifying the incident is logged, and an additional ticket is sent when the incident has been resolved. The priority is based on the impact and urgency of the incident (i.e. high – server down, Medium – technician visit, Low – software install).

5.2 INCIDENT ESCALATIONS

If the incident has been assigned to a team and if the incident is not resolved in the time assigned, then the ticket is automatically escalated to the Supervisor of the team the ticket was assigned.

5.3 PROBLEM MANAGEMENT

The Help Desk is a proactive measure for the prevention of incidents. To help eliminate reoccurring incidents and ongoing issues the Help Desk meets weekly to identify the root cause of incidents and to determine if the Help Desk can aid in the resolution of problems. Incident calls are analyzed weekly through trending analysis of the previous week's track-it tickets. Corrective solutions are identified and implemented where applicable or appropriate.

5.4 AUDITS AND CONTROLS

There will be a two stage audit process for incident events. The Supervisor of Help Desk will:

- Review incident events weekly
- Present multiple incident events to the root cause committee for Investigation and resolution.
- Judgmentally or randomly select 20 incident tickets to ensure they were properly documented and followed through to resolution. This is required by an automated ticket.
- Rerecord in the change management system to rectify the issue once a resolution has been developed.

RELATED LINKS (if applicable)

- **Instructions/Forms:** Name any related instructions or forms.