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Incident Management and Procedures Manual


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1. PURPOSE

- 1.1 The aim of the Incident Management and Procedures Manual is to provide a straightforward and workable process for handling all types of service inhibiting situations with minimum effort for the IT clients. The goal is to maximise client satisfaction with IT systems and services.
- 1.2 The Problem Management process and Incident Management process are closely linked with many of the Problem Sub-Process activities performed by the IT Helpdesk.

2. OBJECTIVES

- 2.1 To ensure the availability of IT systems for users.
- 2.2 To minimise the impact of problems.
- 2.3 To minimise the duration of any related outages.
- 2.4 To manage problems within agreed to time frames.
- 2.5 To reduce the number of problems.
- 2.6 To prevent reoccurrence.
- 2.7 To perform trend analysis.
- 2.8 To assure performance of root cause analysis.
- 2.9 To monitor and measure the service.
- 2.10 To automate tasks wherever possible.

3. SCOPE

- 3.1 The Incident and Problem Management service begins with receipt of a problem record. The assumption upon entering Problem Management is that the problem has already been logged, as a problem, via the Incident Management Process.

In order to resolve problems, the service includes the following activities:

- Notification
- Problem Determination
- Workaround and Recovery
- Problem Resolution
- Tracking
- Report and Control

4. APPLICATION OF THE PROCEDURE

- 4.1 The Council expects all of its employees to comply with and act in accordance with the principles established in terms of this Policy, at all times.
- 4.2 Any violation of this Policy by an employee constitutes an offense and is grounds for disciplinary action as per the Disciplinary Policy.

5. POLICY DIRECTIVES AND PROCEDURES

5.1 Incident Management Process

- 5.1.1 Incident management (IM) refers to activities undertaken to restore normal service operation as quickly as possible while minimising adverse impact on business operations. IM is a reactive, short-term focus on restoring service.

IM activities include:

- Incident detection and recording
- Classification and initial support
- Investigation and diagnosis
- Resolution and recovery
- Closure

5.2 Problem Management Process

- 5.2.1 Problem management (PM) refers to activities undertaken to minimise the adverse impact on the business of problems that are caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors. PM gets to the root cause of problems, identifies workarounds or permanent fixes and eliminates errors.

PM activities include:

- Problem control
- Error control
- Proactive problem prevention
- Major problem reviews

5.3 Problem Control

- 5.3.1 The purpose of problem control is to find the root cause of a problem by executing the following steps:
- Identifying and recording of the problem
 - Classifying the problem and prioritising response activities
 - Investigating and diagnosing root causes

5.4 Error control

5.4.1 Error control activities ensure that problems are fixed by executing the following steps:

- Identifying and recording known errors
- Assessing permanent fixes and prioritisation
- Resolution recording of temporary workarounds into service support tools
- Closure of known errors by implementing permanent fixes
- Monitoring known errors to determine if a change in priority is warranted

5.5 Problem review

5.5.1 The purpose of a problem review is to improve IM and PM processes. This is accomplished by performing a post-mortem examination of the quality of the IM and PM response activities associated with a major incident or problem.

5.5.2 USER LOGGING CALLS (PROCEDURE)

Users can log a call using the following intranet link <http://attix/Pages/ITCallLog.aspx>. In instances where they are unable to access it, they can alternatively email ITServiceDesk@elrc.org.za or phone EXT IT Support 238/9.

Incident Management Process

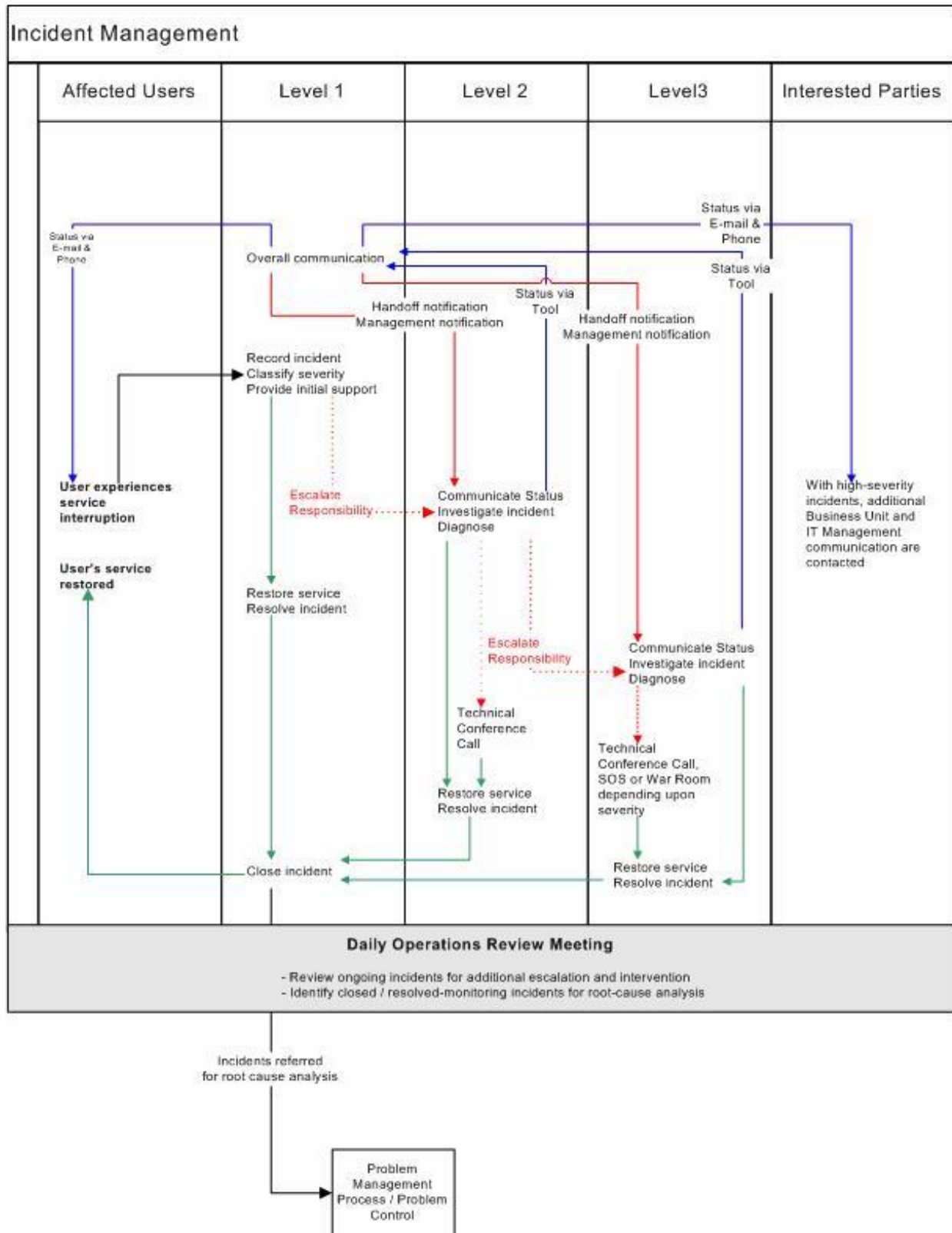
The IM process focuses on restoring interrupted service as soon as possible. Table 1 describes the IM process elements. Table 1 shows a diagram of how the IM process works and its linkage to PM.

Figure 1: Incident Management Process Elements

Process Element	Description
Purpose	Restore service to end user while maintaining high satisfaction
Owner	Level 1 support
Input	User call to report service interruption
Output	Service restored End user notified Incident record created in the Intranet (category, Problem Description, and Priority) Possible problem record created on intranet and excel
Typical Measurements	Quantity of tickets presently open by severity, longest elapsed time Quantity of incidents by time (monthly/quarterly) Quantity of tickets escalated and resolved by each support level Mean elapsed time tickets were assigned to IT technician Mean time to restore service Percentage of incidents resolved by resolution timeframe target Tickets generated by technology

This process model illustrates the principals of IM as defined by Information Technology Infrastructure Library (ITIL) and through observation.

Figure 2: INCIDENT MANAGEMENT PROCESS MODEL



Logging call Matrix

Severity Level	Description	Resolution Goal	Entry Level	Second Escalation	Third Escalation
1	50+ Users unable to transact business	2 hrs	Level 1 IT - Support	30 Minutes Level 3 Support	30 Minutes 1 st SM
2	10-49 Users unable to transact business	3 hrs	Level 1 IT- Support	60 Minutes Level 3 Support	60 Minutes 1 st SM
3	1-9 Users unable to transact business	5 hrs	Level 1 IT- Support	120 Minutes Level 3 Support	120 Minutes 1 st SM

6. Problem Management Process Measurements

- 6.1 The problem management process measurements are used to determine if adjustments must be made to the process:
- Cost and resource time to support the process
 - Number of problems raised
 - Number of known errors identified
 - Number of incidents linked to problems
 - Number of rejected resolutions
 - Number of changes resulting in problems
 - Number and cost of problems caused by changes
 - Numbers of problems fixed by changes.
- 6.2 **Daily Turnover Report of all Problems**
Showing at the detail level all problems opened and closed the previous 24 hours.
- 6.3 **Weekly Report of Problems Resolved and unresolved**
Showing details of those problems resolved by the IT Support Team.
- 6.4 It should be noted that these reports are not intended to replace the normal operations reports for systems and network availability/outages. These reports are to monitor the progress of the problem management system and provide guidance on the effectiveness of the problem management activity.

7. PROCEDURE TO REPORT VIOLATIONS

- 7.1 It is the responsibility of all employees to ensure that they are aware of, understand and comply with the provisions contained in this policy.
- 7.2 If you observe or become aware of an actual or potential violation of this policy or of any law or regulation, whether committed by an employee or by others associated with Council, it is your responsibility to report the circumstances of such violation and to cooperate with any investigation by the Council.
- 7.3 Employees who become aware of any violation of this Policy will promptly report it to the General Secretary or Human Resources Manager. Any violations reported by employees will be kept strictly confidential.
- 7.4 Following the receipt of any complaints, the Council will investigate the matter reported and take corrective disciplinary action.

8. TELEPHONE AND PROCEDURES ADVICE

- 8.1 IT Helpdesk procedure advice line: +27 12 663 7446 (Dakalo Nemavhoini)
E-mail: DakaloN@elrc.org.za

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