**Table of Contents**

[1. Introduction 3](#_Toc57758099)

[1.1 Incident Management Policy 3](#_Toc57758100)

[2. Policy 3](#_Toc57758101)

[2.1 Guidelines for Incident Management Operations 3](#_Toc57758102)

[2.2 Guidelines to Decide Urgency Level 3](#_Toc57758103)

[2.3 RACI Matrix 4](#_Toc57758104)

[2.4 Service Level Agreements (SLAs) 5](#_Toc57758105)

[3. Deliverables Mapping 6](#_Toc57758106)

[3.1 Reports 6](#_Toc57758107)

[3.2 Meetings 7](#_Toc57758108)

[4. Responsibilities of Incident Manager 7](#_Toc57758109)

[4.1 Incident Management Response Team Structure 8](#_Toc57758110)

**Document Control**

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# Introduction

## Incident Management Policy

Incident management policy is a management directive that significantly influences the incident management processes and procedures.

Incident Management process and operations is planned and performed in accordance with the established incident management policy.

# Policy

## Guidelines for Incident Management Operations

### Incidents should be recorded in the ITSM tool as the single source of all incident records.

### Incidents should be classified by priority and categorized by type or service (e.g., hardware, software, etc.) in accordance with documented criteria.

### Incident, Problem, and Change Management processes should use a common set of categories.

### All recurring incidents should be logged with problem tickets for identifying the RCA and perm fix.

### The customer shall be kept informed of the progress of their reported incident or service request and alerted in advance if their service levels cannot be met and an action agreed.

### The priority of an Incident is determined by assessing its Urgency and Impact.

## Guidelines to Decide Urgency Level

| **Urgency Level** | **Business and Financial Exposure** | **Description / Work Outage** |
| --- | --- | --- |
| **1 (Critical)** | The issue creates a serious business and financial exposure | (i) the external customer experiences a complete or substantial loss of service, or |
| (ii) a mission critical business process is not working, or |
| (iii) where no delay for Resolution is acceptable (impact on customer services or is causing revenue leakage), or |
| (iv) users are unable to work or perform some significant portion, if not all, of their job, and |
| the issue affects over 20% of users and/or customers |
| **2 (Normal)** | The issue creates a low business and financial exposure. | (i) the customer experiences no loss of service and the Incident has no significant effect on the usability of the Application, or |
| (ii) the users are unable to perform some small portion of their job but they are still able to complete most other tasks, or |
| (iii) a user has asked a question or requested information, or |
| (iv) the issue affects between 5% and 10% of users and/or customers |
| **3**  **(Low)** | The issue creates minimal business and financial exposure. | All other Incidents not covered within the above (low impact on business and no urgency on fixing the defect). |

## RACI Matrix

The following table shows the roles and responsibilities (RACI) for the personnel involved in the overall Incident Management process.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **Service  Desk** | **Incident Manager** | **L2** | **Technical  Lead** | **Service Delivery Manager** | **Customer Service Manager** |
| Ticket Creation | **A** | **C** | **C** | **X** | **x** | **x** |
| Ticket Validation | **R** | **A** | **C** | **C** | **x** | **x** |
| Identifying right support team & Ticket Assignment | **A** | **C** | **C** | **I** | **x** | **x** |
| Updating outage board | **A, R** | **C** | **x** | **X** | **x** | **x** |
| Resource Engagement | **R** | **A** | **C** | **C** | **x** | **x** |
| Validating or Gathering Impact details | **R** | **A** | **R** | **R** | **R** | **x** |
| Notification at various stage as per process | **I** | **A** | **C** | **C** | **C** | **I** |
| Opening up Bridge call and resource engagement | **R** | **A** | **x** | **C** | **C** | **x** |
| Prepare restoration plan with help of support team | **x** | **R** | **R** | **A** | **R** | **I** |
| Bridge call Drive | **x** | **R** | **R** | **R** | **A** | **x** |
| Decision to engage vendor/L3/L4 | **x** | **R** | **x** | **R** | **A** | **x** |
| Engaging vendor/L3/L4 or any escalation required | **R** | **R** | **x** | **R** | **A** | **x** |
| Response to Status Update calls | **R** | **A** | **x** | **R** | **R** | **I** |
| Any escalation during Incident life cycle | **x** | **R** | **I** | **R** | **A** | **I** |
| Taking user confirmation on restoration | **R** | **A** | **R** | **I** | **I** | **I** |
| Support from Vendor, if highest escalation hasn't worked | **x** | **R** | **x** | **X** | **x** | **A** |
| Identifying reason for Incident & putting preventive action | **x** | **A** | **R** | **R** | **C** | **I** |
| Preparing Post Incident Report & Publishing it | **x** | **A** | **R** | **C** | **x** | **x** |
| Executive communications | **x** | **A** | **R** | **R** | **R** | **I** |

## Service Level Agreements (SLAs)

| **Priority Level** | **Response Time** | **Updates on Progress\*\*** | **Restoration Time** | **Closure Notification (Restore Page)** | **Resolution Time** |
| --- | --- | --- | --- | --- | --- |
| **P1** | Within 15 minutes. | Updates on progress every 60 minutes | Fix or agree a work around solution ASAP but in any event within **2 hours** of the initial Call. | Closure notification within 60 minutes of Restoration. | 24 hours from the initial Call made to register the Incident and agree an action plan. Timelines set-out in an agreed action plan become the ongoing measure of Supplier’s achievement of Resolution |
| **P2** | Within 1 hour. | Updates on progress every 1 Business Days until Resolution. | Fix or agree a work round ASAP but in any event within **24 hours** of the initial Call. | Closure notification within 60 minutes of Restoration. | 40 days from initial Call made to register Incident. |
| **P3** | Within 2 hours | Updates on progress every 5 Business Days until Resolution. | Fix or agree a work around ASAP but in any event within **5 Business Days** of the initial Call. | Closure notification within 60 minutes of Restoration. | 90 days from initial Call made to register the Incident. |

**Note: We will issue a PIR report for only P1 and P2 incidents. We will publish the first draft within first 3 working days of the resolution on the incident.**

# Deliverables Mapping

The table below shows the various deliverables for Incident Management.

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Deliverable** | **Frequency** | **Status** |
| 1 | Incident Management Status Report | Weekly | Covered in Service Desk Reports |
| 2 | Critical Incident Report | On Occurrence | PIR, being sent after all P1 |
| 3 | Major Incident Report | On Occurrence | PIR, being sent after all P2 |
| 4 | Root Cause Analysis Report | On Occurrence | Covered in Problem Management Reports |
| 6 | Weekly Incidents Backlog Reports | Weekly | Covered in Service Desk Reports |
| 7 | Post Incident Reviews | On Occurrence | PIR, being sent after P1 & P2 |

## Reports

Below are the reports that need to be sent for customer.

| **Sr. No.** | **Report Name** | **Frequency** | **Description** |
| --- | --- | --- | --- |
| 1 | Post Incident Report | On occurrence of P1/P2 | The report gives the brief report of the actions taken to restore the service after P1/P2 |
| 2 | Weekly Incidents Backlog Reports,  Incident Management Status Report | Daily | Report details the count and details of P1&P2. Also gives the count of P3/P4 on daily/ weekly/monthly basis. |
| 3 | Some of the reports in future will be generated through ITSM tool | Daily/ Weekly/ Monthly | NA |

## Meetings

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Meeting Name** | **Participants** | **Meeting Agenda** | **Expected Meeting Outcomes** | **Duration** |
| Daily Health Check | Customer Service Manager, Incident Manager & Service delivery managers | To discuss all the P1 and P2 Incidents from the previous day | Ratification of Incident details, Business impacts | 30 min |

# Responsibilities of Incident Manager

The role of Incident Manager during a technical bridge is to be the **owner, Driver** and **Authority** of the bridge. S/he **owns** that bridge and the activities carried out under his/her governance. He is enabler towards the business for getting the services restored ASAP.

|  |  |
| --- | --- |
| **Area** | **Responsibility** |
| **Incident Management Governance** | Governance of All incidents to drive the restoration of the impacted business services ASAP and in turn ensure the minimum impact over business and SLA |
| **Business Impact Assessment** | Assess the business Impact Analysis with Help of Resolver Group and drive the incident accordingly in consultation with Customer Service Manager and Resolver Groups |
| **Technical Bridge** | Request Attend and Drive Technical Bridge among key stakeholders for resolution. |
| **Ensuring Bridge Etiquettes** | While Driving the incident, incident manager needs to ensure that all participants are following Bridge Etiquettes. |
| **Customer Engagement**  **Over Incident** | Updates Customer service manager over Situations & plans and Seeks approval from Customer Service Manager for any actions e.g. Restarts, failovers, rollbacks, workarounds, configuration changes during an incident and communicates back to relevant resolver group. |
| **Timely Notifications** | Timely Notifications to be sent in consultation with Customer Service Managers |
| **PIR** | Post Incident Report (PIR) preparation for all P1 & P2 Incidents to detail out the Incident Analysis & Sequence |
| **Supplier Management** | Escalations for slow vendors or lack of capability |

## Incident Management Response Team Structure

| **Team(s) / Group (s)** | **Responsibilities** |
| --- | --- |
| **Service Desk** | Communications with affected users. |
| **Incident Manager** | Refer section 4. |
| **Level 2** | Assist in finding the root cause of the incidents and work with other teams to identify a resolution. |
| **Technical Lead** | Lead the Level 2 resources and take ownership of the technical details of the incident. |
| **Service Delivery Manager** | Responsible for overall incident management process. |
| **Customer Service Manager** | Customer representative for the incident. |