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**Document Control**

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**Glossary**

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| --- | --- |
| **Term** | **Description** |
| Governance | The structure and management processes of managing the end to end delivery of <customer> services. |
| IM | Incident Management |
| Incident | An unplanned interruption to an IT service or a reduction in the availability of an IT Service. |
| Problem | A cause of one or more Incidents where root cause if not known. |
| KEDB | Known Error Database |
| RCA | Root Cause Analysis. Problem solving methods aimed at identifying the root causes of problems or events |
| Third Party | A 3rd Party, for the purpose of this document relates to resolvers that may be required which fall outside the scope of an L2 vendor’s domain. |
| SLA | Service Level Agreement |
| UC | Underpinning Contracts |

# Process Overview

## Objectives

An 'Incident' 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.

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

## Scope

Scope of Incident Management activities can be defined as:

### Incident detection

### Registration

### Categorization

### Assignment

### Diagnosis

### Resolution

### Closure

### Incident ownership, monitoring, tracking and communication

Event Management Tools

Email / Chat / Phone

Incident Ownership, Monitoring, tracking and communication

Resolution

Closure

Registration

Categorization

Assignment

Diagnosis

## Interface with other Processes

Related Problems and Known Errors

* Use of Configuration Records
* Configuration Anomalies
* Potential flagging of services

e.g. as ‘failed’ or equivalent

**Incident Management**

**Problem Management**

**Change Management**

**Configuration Management**

**Service Level Management**

Incident management information regarding breaches of services

Details of probable changes to

resolve particular Incidents

and Problems

The Incident management process interfaces with various other Service management processes as shown in the diagram above. This diagram depicts how Incident Management is operated and the interfaces associated with it.

# Incident Management Process

## Incident Management Process flow

In practical IT environment, incident management operations would generally be executed as per the below diagram:

**Service Desk**

Yes

Is it an Incident?

Raise Ticket

Prioritize & Categorize Incident

No

Yes

Vendor related?

Follow Service Request Process

Assign it to vendor

No

Close

Incident

Follow Major Incident Process

Yes

Is it P1 or P2 ?

No

Verify

Resolution

Assign it to

L2

**L2 Support**

Yes

Update the Ticket

Review & Update

Investigate & Diagnose

Resolved?

No

No

L3 Support Required?

Yes

Update the

Ticket as

pending

**L3 Support**

Investigate & Diagnose

Resolution Provided

Incident Management Process

## Process Description of Incident Management

This process starts with the initial detection of incidents and then raising a respective ticket.

Each incident is recorded so that it could be tracked, monitored, and updated throughout its life cycle.

|  |  |  |
| --- | --- | --- |
| **Act No:** 1 | **Act Name:** Raise ticket on ITSM | **Owner:** Incident Requester / Service Desk Agent |
| **Description:** Once an Incident gets detected, the details are logged in ITSM to raise an incident ticket. Service Desk will refer KEDB to check whether it is a known error/ issue or not. | | |

|  |  |  |
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| **Decision Box** | **Act Name:** Is it an Incident? | **Owner:** Service Desk |
| **Description:** The Service Desk determines if the ticket is an Incident or a Service Request (Service Request process will have those definitions). Service Requests are small repeatable requests for work such as password reset, access requests or requests for information.  If the ticket is a Service Request follow the Service Request process. | | |
| **Output**: Service Request or Incident | | |

|  |  |  |
| --- | --- | --- |
| **Act No:** 2 | **Act Name:** Categorize and Prioritize Incident | **Owner:** Service Desk |
| **Description:** Categorize and Prioritize the Incident in ITSM tool.  Categorization is assigning the Category, Type and Item (CTI), to allow the correct assignment of the ticket. Some of the incidents are related to the 3rd party and they are not assigned to the L2 teams. Service Desk will raise these categories of the ticket and assign those tickets directly to the 3rd party vendor.  Prioritization of Incident would be done based on impact and urgency of issue. Incidents are prioritized into P1, P2, P3 or P4 based on company’s prioritisation. While prioritizing the Incident, it gets treated based on the criticality. | | |
| **Output**: Categorized and Prioritized Incident | | |

|  |  |  |
| --- | --- | --- |
| **Decision Box** | **Act Name:** Is this P1 Incident? | **Owner:** Service Desk/Incident Manager |
| **Description:** If it’s a critical incident (P1), then it triggers the critical/ major incident handling process. | | |
| **Output**: Prioritize as Critical/ Major Incident or continue as the normal incident | | |

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| **Act No: 3** | **Act Name:** Assign to L2 Resolver Group | **Owner:** Service Desk |
| **Description:** Assign the Incident to the appropriate resolution group. Assignment is based on the categorization of the Incident. | | |
| **Output**: Resolver group identified | | |

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| --- | --- | --- |
| **Act No: 4** | **Act Name:** Review and Update Incident | **Owner:** L2 Team |
| **Description:** Upon receipt of an Incident, review and updating is done to the ticket.  Ensure the following has been captured correctly:   * Priority * Assignment * Categorization   If any additional information is required to understand the issue, contact the customer who raised the ticket on Service Desk directly. | | |
| **Output**: Reviewed and updated incident | | |

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| --- | --- | --- |
| **Act No: 5** | **Act Name:** Investigate and diagnose Incident | **Owner:** L2 Team |
| **Description:** Carry out investigation and diagnosis activities to identify a workaround or resolution for the issue. Update ITSM Incident with any investigation and diagnosis activities. | | |
| **Output**: Resolution identified | | |

|  |  |  |
| --- | --- | --- |
| **Act No: 6** | **Act Name:** Resolution Provided | **Owner:** L2 Team |
| **Description:** Resolution provided to the Incident. Update the ticket with resolution activities. | | |
| **Output**: Resolved Incident | | |

|  |  |  |
| --- | --- | --- |
| **Decision Box** | **Act Name:** L3 Support required? | **Owner:** L2 Team |
| **Description:**  If L2 is able to resolve the ticket resolution, it is updated in the ticket.  Else if L2 Team is unable to resolve the Incident, functionally escalate the Incident with respective L3 vendor. | | |
| **Output**: L3 Support required or not | | |

|  |  |  |
| --- | --- | --- |
| **Act No: 7** | **Act Name:** Engage respective L3 Vendor | **Owner:** L2 Team |
| **Description:** If the L2 resolver group could not find the resolution and detemines that L3 support is required, the incident is assigned to respective L3 Vendor. Any communication with L3 vendor is recorded and updated. | | |
| **Output**: L3 Vendor Engaged | | |

|  |  |  |
| --- | --- | --- |
| **Act No: 8** | **Act Name:** Update status of Ticket as ‘Pending’ | **Owner:** L2 Team |
| **Description:** Update ITSM to reflect that issue is raised to Vendor and set status of ticket to “Pending” to stop SLA clock. | | |
| **Output**: Ticket status set to “Pending” | | |

|  |  |  |
| --- | --- | --- |
| **Act No: 9** | **Act Name:** Investigate and Diagnose Incident | **Owner:** L3 Vendor |
| **Description:** Carry out investigation and diagnosis activities to identify a workaround or resolution for the issue. Update Incident with any investigation and diagnosis activities.  L2 continue to update based on updates provided by the L3 vendor. | | |
| **Output**: Resolution identified | | |

|  |  |  |
| --- | --- | --- |
| **Act No:** 10 | **Act Name:** Resolution provided | **Owner:** L3 Vendor |
| **Description:** Apply resolution to resolve the Incident identified during the investigation and diagnosis and inform L2 team about the resolution. If L3 Team doesn’t have access to the respective system, L2 will apply the resolution provided by L3 Team. | | |
| **Output**: Resolution implemented | | |

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| --- | --- | --- |
| **Act No:** 11 | **Act Name:** Verify Resolution | **Owner:** Service Desk |
| **Description:** Verify resolution by contacting customer who raised the Incident, checking alarm or other tests. L2 support might be involved at this stage if required. Tickets will be transferred back to respective L2 team if user is not satisfied with the resolution. | | |
| **Output**: Resolution verified | | |

|  |  |  |
| --- | --- | --- |
| **Act No:** 12 | **Act Name:** Close Ticket | **Owner:** Service Desk |
| **Description:** Incident Requester will close the Incident once issue resolution is verified to be correct and customer is satisfied. The process also checks that the Incident record is fully updated and assigns a closure category. | | |
| **Output**: Ticket closed | | |

## Process Flow – P1 / P2 (Critical Incident Management)

**Service Desk**

Update Management (also at agreed frequency

Update Outage Board

Update Outage Board

Engage Incident Manager

Escalate as per escalation matrix

Agree on update frequency (say 30 min or 1Hr.)

L3 Support Required?

No

Response Satisfactory?

No

No

Update SLA Report

Breached SLA?

**Incident Manager**

Yes

Yes

Yes

Send Executive Communication

Issue Resolved

Engage L3

Setup Bridge Call

## Process Description of Critical Incident Management (P1)

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Responsible Group** | **Event** | **Action** |
| 1 | Service Desk | **Engage Incident Manager** | Service Desk receives the P1 issue and informs Incident Manager about the Issue. |
| 2 | Incident Manager | **Setup Technical Bridge** | Setup Bridge call to discuss the Issue and work out a plan |
| 3 | Service Desk | **Update Outage Board** | Update the Outage Board with Issue description and Business. |
| 4 | Incident Manager | **Agree on update Frequency** | Incident Manager sends multiple communications during the incident as per agreed frequency (It can be every 30 mins, 1 hour etc.) or when there is a change in status that is worth updating. |
| 5 | Incident Manager | **L3 support required** | Incident manager determines if L3 support is required?  If yes, L3 support from OEM/ Third party companies are involved. |
| 6 | Incident Manager | **Response satisfactory** | If the response is satisfactory, information is passed to (customer and service provider’s) service delivery manager  Escalate as per the escalation matrix if the response is not satisfactory |
| 7 | Incident Manager | **SLA breached** | If the SLA has breached, incident is updated in the SLA report |
| 8 | Incident Manager | **Issue resolved** | If the issue is resolved, communication is sent to the stakeholders |
| 9 | Incident Manager | **Update outage board** | Once the issue is resolved, the information is updated in the outage board |
| 10 | Incident manager | **Raise a problem ticket** | Incident Manager raises a problem ticket for all critical incidents to do the RCA and to identify the perm fix. |

## Key Contacts and Escalations

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Key Contacts** | **Phone Number/ Email Id.** | **Title/ Department** | **Escalate to** | **Phone Number/ Email Id.** | **Title/ Department** |
| 1 | <Name> |  |  | <Name> |  |  |
| 2 | <Name> |  |  | <Name> |  |  |