Process Team Members

- Jon Russell
- Larry Dillard
- Marvin Kirkendoll
- Peggi Polen
- Nate Wagenaar
- Vacilis Kollias
- Lorinda Wisneski
- Vesna Siracevska
- John Crook, Navvia

Met for approximately 25 hours over the last two weeks
Goals

• Align incident management process within University IT to common ITSM practice
• Prepare for Service Now Technical Design
• Define goals, roles, objectives and process of Incident Management process
• Identify areas where Stanford deviates from best practice, limit where possible
Output

- IT Incident Management Process Document
- Incident Management Executive Summary
- Process Diagram
- Common understanding of Incident Management Process

https://asconfluence.stanford.edu/confluence/display/SM/Incident+General+Definitions
Incident Management Definition

This is the process that deals with all Incidents. Incidents can include failures or degradation of your services reported by users of those services; by your own technical staff; or automatically from monitoring tools. The ability to respond to an Incident and restore the level of service as quickly as possible or to what was agreed to with customers or at least alleviate the impact on them is the primary concern of the process.

The scope of Incident management for Stanford University IT and other University support entities for Production Services
Goal of Incident Management

Incident Management exists to get the operation of a service back to 'normal' as quickly as possible in order to minimize any adverse affects on the supported Academic, business and research processes. This requires the continuous monitoring of the incident mitigation process through the collecting of heuristic information in order to improve the time to resolution, communicate effectively and eliminate incident re-occurrence.
Incident Management Process – Detect and Record

**Process: Incident Management**

**Activity: 1.0 Detect & Record**

- **INC 1.3 Open New Incident**
- **INC 1.4 Verify User’s Information**
- **INC 1.5 Capture Incident Details/Categorize**
- **INC 1.6 Provide Unique Number**
- **INC 2.1 Prioritize & Identify SLA**

**Annotations**

- **New Incident**
- **Open New Incident**
- **Verified Contact**
- **Updated Incident Ticket**
- **Updated Incident Ticket**
- **Service Request**

**Notes**

- ITIL® says categorization occurs in "initial support". As the information is available new and categorization may drive incident Model you we do it here.
- At this point we know the ticket is an incident or a service request and have either updated the incident ticket or created a draft service request.

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Incident Management Process – Initial Support

Incident Management Process
Activity: 2.0 Initial Support

Predecessors:
- Service Desk Agent
- Service Desk Manager
- Data Inter/Intra Process

Annotation:
- INC 2.1 Prioritize & Identify
- SLA
- INC 1.2 Generate ticket
- 'N' level support generated
- INC 1.7 Incident
- Yes
- CMDB
- CMDB
- SLA target

Known Alert

INC 2.3 Attempt SOP Use
- Updated SOP
- Knowledge database

SOP Resolved?

INC 5.1 Confirm User Acceptance
- Yes
- Major Incident

INC 2.6 Notify Stakeholders / Declare Major Incident

INC 5.4 Resolution / Recovery Details
- Resolved
- Major Incident Procedure
- Problem Management Notification

A major incident requires special handling and will have a predefined procedure that must be followed. Once the procedure is completed the process advances to the Close activity.

INC 2.7 Perform Incident Matching
- Incident Database
- Problem Database
- Knowledge Database

The preferred search order should be:
1) Knowledge Database
2) Problem Database
3) Incident Database

Although not desirable, if the incident matches an existing problem with no workaround already defined at this point then the only option is to wait for a permanent solution.
Incident Management Process – Resolve & Recover

Process: Incident Management
Activity: 4.0 Resolve & Recover

Predecessors:
- Incident Support
- Data
- Interface Process
- Annotation

Annotation:
- Does implementing the workaround require changing something that is under Change Management control? If so, it is required to trigger actions from Change Management.
- Change Management will facilitate the implementation of the workaround.
- Workaround has been implemented, either by Incident Support or by a successful change implementation. The production environment may need additional resetting to be operational.

INC 2.12
INC 3.10
INC 4.3
INC 5.3
INC 5.4
INC 6.3
INC 6.4

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Incident Management Process – Close Incident

Precedence:
- Incident Support
- Service Desk Agent
- Data
- Problem Management

Action:
- Close Incident Ticket

Feedback:
- Yes
- No

Resolution/Recovery Details:
- Notify Stakeholders
- Decl resolved
- Updated Incident Ticket

Change Management:
- If Change Management applied to a part of the incident resolution, the details need to be recorded in the Incident Ticket before closure.
Incident Management Roles

- Incident Process Owner
- Incident Process Manager
- Incident Coordinator
- Incident Support
- Service Desk Agent
- Service Desk Manager
- User
- Problem Process Manager
- Major Incident Owner (MIO)
Benefits

• Standardization of incident management process within University IT
• Alignment with common ITSM practices
• Role and procedural definitions
• Clarifying process interaction and interdependence
Major Differences to Current Process(es)

• Role of Call feature in Service Now
• Separation between Request and Incident
• Renewed focus on problem management
  • Any issue without known root cause goes to problem management
• Role of Process Manager
• Major Incident Process
  • Major Incident Owner
  • Standardized DOC process
• Categorizations shared between all processes
Departures from ITSM Common Practice

- Created two-tiers for Major Incidents (DOC and Non-DOC)
  - Separation does not exist in ITSM
  - Incident Management Team (DOC) is called for all P-1 Incidents
- Service Desk not serving as incident owner
  - Service Desk owns communication with end-users in most mature ITSM shops
  - Current staffing levels, current practice, and organizational complexities make this impossible
  - Incident ownership is moved up one level to Incident Support and Major Incident Owner roles
Work Left to be Done

- Validation of processes
- Solidify procedures
- Technical design
- Socialization of new process