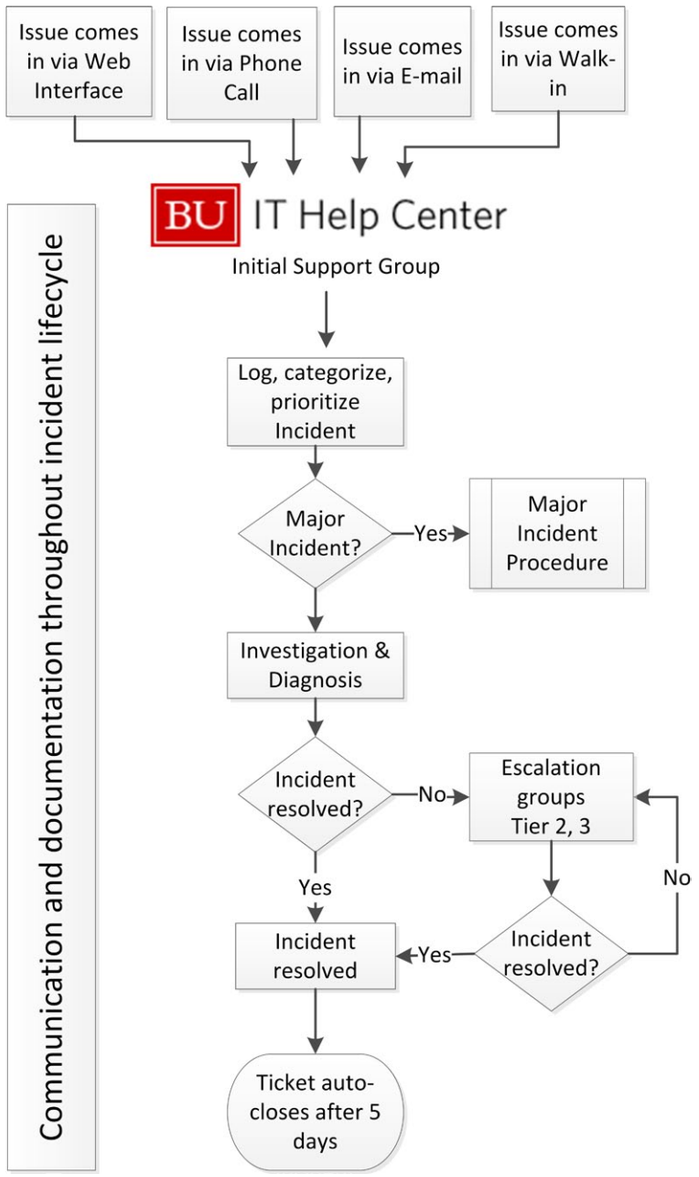
The Incident Management Process



For more info: www.bu.edu/tech/service

About Incident Management

In Service Management, an Incident is defined as 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. Incident Management is the process of detection and recording, classification and initial support, investigation and diagnosis, resolution and recovery, and closure of Incidents. The goal of Incident Management is to **restore service as quickly as possible**.

Objectives

- Facilitate rapid restoration of services following an unplanned service interruption.
- Recognize, record, classify, and report Incident data at the appropriate times to the appropriate people.
- Create a single documented process for all Incidents.
- Maintain a single repository for recording all Incidents.
- Ensure the process is adopted, adhered to, and escalated if there are compliance issues.

Primary Benefits

- Incidents are addressed according to organizational priority, resulting in increased availability of critical services.
- Clear staff and client expectations around objectives, procedures, escalation, and communication.
- Reduced impact of Incidents through timelier resolution.
- Improved Incident tracking, monitoring, and metrics, driving increased efficiency of service delivery.
- Improved alignment of resources -technical and human- with organizational priorities.
- Increased overall value of IS&T services to the University.

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Incident Management

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SERVICE EXCELLENCE SUITE

QUICK REFERENCE GUIDE

An **Incident** is an unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Failure of a Configuration Item that has not yet impacted a Service is also an Incident. For example, failure of one disk from a mirror set.

Policies

- All IS&T incidents must go through the Incident Management process.
- Each incident is to be recorded and tracked in Service-now.
- All work related to an incident is recorded in the ticket.
- Incidents are worked in a timely manner according to priority.
- Tickets are resolved in a timely manner.
- Incidents are communicated appropriately according to priority.

How to Create a Ticket

The steps below represent the basic steps in ticket submission. Please refer to the Users' Guide for more information.

1. Launch Service-now at **http://bu.service-now.com/.**
2. Within the Incident module, click on "Create New" to open a new ticket.
3. Fill in all required fields (indicated with an adjacent red bar) and optional fields as applicable.
4. To add an attachment to a ticket (such as a screen shot) click on the paper clip in the upper right area of the screen.
5. Once you are done entering the required information, save the ticket by clicking on the "Save" button.

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Priority is the sequence in which an Incident or Problem needs to be resolved, based on Impact and Urgency. Priority also defines response and resolution targets associated with Service Level Agreements.

A **Service Request** is a request from a Client for information, advice, a Standard Change, or access to an IT Service. Examples include the installation of new software on a PC or provisioning of standard IT Services to a new Client.

IS&T Priority Matrix

Priority	Response	Resolution
P1	15 mins	4 hrs
P2	15 mins	4 biz hrs
P3	4 biz hrs	2 biz days
P4	1 biz day	5 biz days

- Biz Hrs = 9 a.m. - 5 p.m.; Biz Days = M-F
- Target is 80% compliance with SLA definition
- P1 Incidents activate on-call procedures
- Response must be human (i.e., non-automated)
- Resolution = Incident repaired or workaround implemented
- *Communication procedures in italics*

		Urgency A measure of how long it will be until an Incident has a significant Impact on the organization. For example, a high Impact Incident may have low Urgency, if the Impact will not affect the organization until the end of the financial year.			
		Critical Incident causes immediate and significant disruption affecting life, safety, business transaction-critical or teaching-related services while in use. No workaround available.	**High** Incident causes immediate and significant disruption but **not** affecting life, safety, business transaction-critical and teaching-related services while in use. No workaround available.	**Moderate** Incident will cause disruption in the near term. Workaround available.	**Service Request** Request to improve efficiency or effectiveness.
Impact A measure of the effect of an Incident on organizational processes. Impact measures the number of clients potentially affected by an Incident.	**Campus** Charles River or BUMC or BOTH	**P1** *TechStatus & TechWeb with possible broadcast mail or SendWordNow*	**P1** *TechStatus & TechWeb with possible broadcast mail or SendWordNow*	**P2** *TechWeb*	**P2** *TechWeb*
	Multiple Groups Academic Unit, Administrative Unit, Building or Store	**P1** *TechWeb*	**P2** *TechWeb*	**P2** *TechWeb*	**P3** *Ticket Notification*
	Group Department, Floor, Instructional Environment	**P2** *Ticket Notification*	**P2** *Ticket Notification*	**P3** *Ticket Notification*	**P3** *Ticket Notification*
	Individual Client, Room, Office	**P2** *Ticket Notification*	**P3** *Ticket Notification*	**P3** *Ticket Notification*	**P4** *Ticket Notification*