

Incident Management & Service Request Procedure

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Scope

This procedure defines the procedure for responding to Incidents & Service Requests for 3RT Networks. All 3RT staff are expected to follow procedure documented herein.

Objectives

- To ensure that standardized methods and procedures are used for efficient and prompt response, analysis, documentation, ongoing management and reporting of incidents.
- To increase visibility and communications of incidents to business and IT support staff.
- To enhance business perception of IT through use of a professional approach in quickly resolving and communicating incidents when they occur.
- To align incident management activities and priorities with those of the business.
- To maintain user satisfaction with the quality of IT services.

Definitions

Incident

An incident is an unplanned interruption or reduction in the quality of an IT service. Any event which could affect an IT service in the future is also an incident.

Service Request

Request from a user for support, delivery, information, advice or documentation, not being a failure in the IT services.

Incident Status Tracking

Incidents should be tracked throughout their lifecycle to support proper handling and reporting on the status of incidents.

New

Incident has been recognized but not yet assigned to a support resource for resolution

Re-Opened

Previous incident has been determined not resolved and is opened for further investigation

Assigned

Incident has been assigned to a technical resource however triage has not yet begun

In Progress

Incident is in the process of being investigated and resolved

On Hold

Work on ticket has been stopped by mutual agreement of customer and 3RT Networks.

Waiting on Client Response

Resolution has been put in place for the incident, but normal state service operation has not yet been validated by the business stakeholders or the end user

Closed

User or business has agreed that the incident has been resolved and that normal state of operations have been restored

Cancelled

Incident has determined to be a false alarm and no remediation or triage is necessary

Priority Definitions

<p>Extensive/Widespread (Priority 1)</p>	<p>IT service supporting a critical business process is down or not functioning correctly or one or several critical business processes are unavailable, affecting all users. There is no workaround.</p> <p>Business criticality is defined as:</p> <ul style="list-style-type: none"> • System is not available • Network is not available <p>Severity 1 problems must be raised by phone to ensure the correct level of responsiveness from the support teams.</p>
<p>Significant/Large (Priority 2)</p>	<p>IS service is not down but there is a serious problem affecting a great majority of the users and their productivity.</p> <p>Significant Customer affecting an individual's ability to conduct business effectively.</p>
<p>Moderate/Limited (Priority 3)</p>	<p>IT service is not down but there is a Customer affecting a small number of users or customers. Business critical work can be performed. Acceptable workaround is available.</p> <p><i>This severity is used as the default if no severity is specified during the logging of the request for support.</i></p>
<p>Minor/Localized (Priority 4)</p>	<p>IS service is not down, business critical work can be performed, but a "cosmetic" change would be beneficial.</p> <p>This severity is used for requests like new user set-ups or questions that do not represent an immediate problem.</p>
<p>No Response</p>	<p>This is appropriate for service requests that do not have a response deadline. If possible when assigning "No Response" Due dates for tickets should be defined.</p>

Priority Matrix

		Impact		
		High-System Wide Business Unit, Department, Location	Medium-Multiple Users Number of Users	Low-Single User Single User
Urgency	High Can no longer perform primary work functions	1 - Critical	2 - High	3 - Moderate
	Medium Work functions impaired, work around in place	2 - High	3 - Moderate	4 - Low
	Low Inconvenient	3 - Moderate	4 - Low	4 - Low

Assistance in determining the priority can also be made by using Impact/Urgency drop down in ConnectWise Manage on the ticket screen.

Due Date: _____

Duration: _____

Impact/Urgency: Medium/Medium

Priority: ■ Priority 3 - Medium

SLA Status: ■ Plan by Wed 5/13/2020 4:00 pm (UTC-05)

Escalation Management

The process put in place to deal with incidents and service requests within ConnectWise, ensuring they get resolved and issues are addressed at the right level.

Functional

The process of assigning an Incident from one team to another based on the skills required to resolve the Incident.

Hierarchical

The process whereby we take action to avert the resolution being unsatisfactory or late.

Process

Priority 1

Goals

- Acknowledgement < 15 Min
- Resolution Plan < 2 Hrs
- Resolution < 4 Hrs

Communication

Immediate

- Notification to Service Desk Manager and Service Manager within 15 minutes of identification
- Service Manager will start a WebEx and coordinate resources to be engaged
- Service Manager will establish a notification distribution list informing internal and customer resources of the situation. Members will include: Account Manager, Service Manager, Service Desk Manager, Ticket Owner, Customer Resources.

Hourly

- Service Manager will provide technical update to group with summary of work completed and ongoing plan

Closure

- Service Manager will provide a summary of work completed to group and include VP Operations.

Escalation

- Priority 1 tickets cannot be escalated. Service Desk Manager, Service Manager, Customer, and any required TAC Engineers should be fully engaged with assigned 3RT Engineer(s) until incident is resolved

Priority 2

Goals

- Acknowledgement < 30 Min
- Resolution Plan < 4 Hrs
- Resolution < 8 Hrs

Communication

Immediate

- Assigned Engineer must reach out to customer via phone or email within 30 minutes to gather information and/or acknowledge that troubleshooting has begun.

Intermittent

- Engineer should report a resolution plan within 4 hours of ticket creation or provide update of troubleshooting progress and findings.

Closure

- Engineer will provide a closure email for customer detailing work done and justify closure of ticket after verification that issue is resolved. Connectwise ticket closure will include detailed

notes on time entry and mark “resolution” on the entry so all parties/resources have the information.

Escalation

- Escalation to Priority 1 requires Service Desk Manager and Service Manager to be alerted. Issue must be raised if affected service issue lasts longer than 8 hours or incident leads to further outages affecting all users.

Priority 3

Goals

- Acknowledgement < 2 Hrs
- Resolution Plan < 1 Day
- Resolution < 2 Days

Communication

Initial

- Assigned Engineer will contact customer via email or phone within 2 hours to gather information and/or acknowledge that troubleshoot has begun.

Intermittent

- Engineer should report a resolution plan within 1 day of ticket creation or provide update of troubleshooting progress and findings.

Closure

- Engineer will provide a closure email for customer detailing work done and justify closure of ticket after verification that issue is resolved. Connectwise ticket closure will include detailed notes on time entry and mark “resolution” on the entry so all parties/resources have the information.

Escalation

- 3RT resource must escalate ticket to Priority 2 if no resolution has been reached within 2 days or affected users grows while troubleshooting. Initial resource must reach out to Network or Server engineers to see who is available and let Service Desk Manager know the issue is being escalated.



Priority 4

Goals

- Acknowledgement < 2 Hrs
- Resolution Plan < 3 Days
- Resolution < 5 Days

Communication

Initial

- Assigned Engineer will contact customer via email or phone within 2 hours to gather information and/or acknowledge that troubleshoot has begun.

Intermittent

- Engineer should report a resolution plan within 3 days of ticket creation or provide update of troubleshooting progress and findings.

Closure

- Engineer will provide a closure email for customer detailing work done and justify closure of ticket after verification that issue is resolved. Connectwise ticket closure will include detailed notes on time entry and mark "resolution" on the entry so all parties/resources have the information.

Escalation

- 3RT resource can reach out to other engineers for guidance on best practices to resolve an issue at this level, but generally would not escalate. Escalation would be required if remediation caused an interruption or outage of customer service.

Enforcement

Failure to follow procedure may result in disciplinary action up to and including termination.

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The logo for LYNXX Networks, featuring the word 'LYNXX' in a stylized, blocky font with orange and grey colors, and the word 'NETWORKS' in orange below it.
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