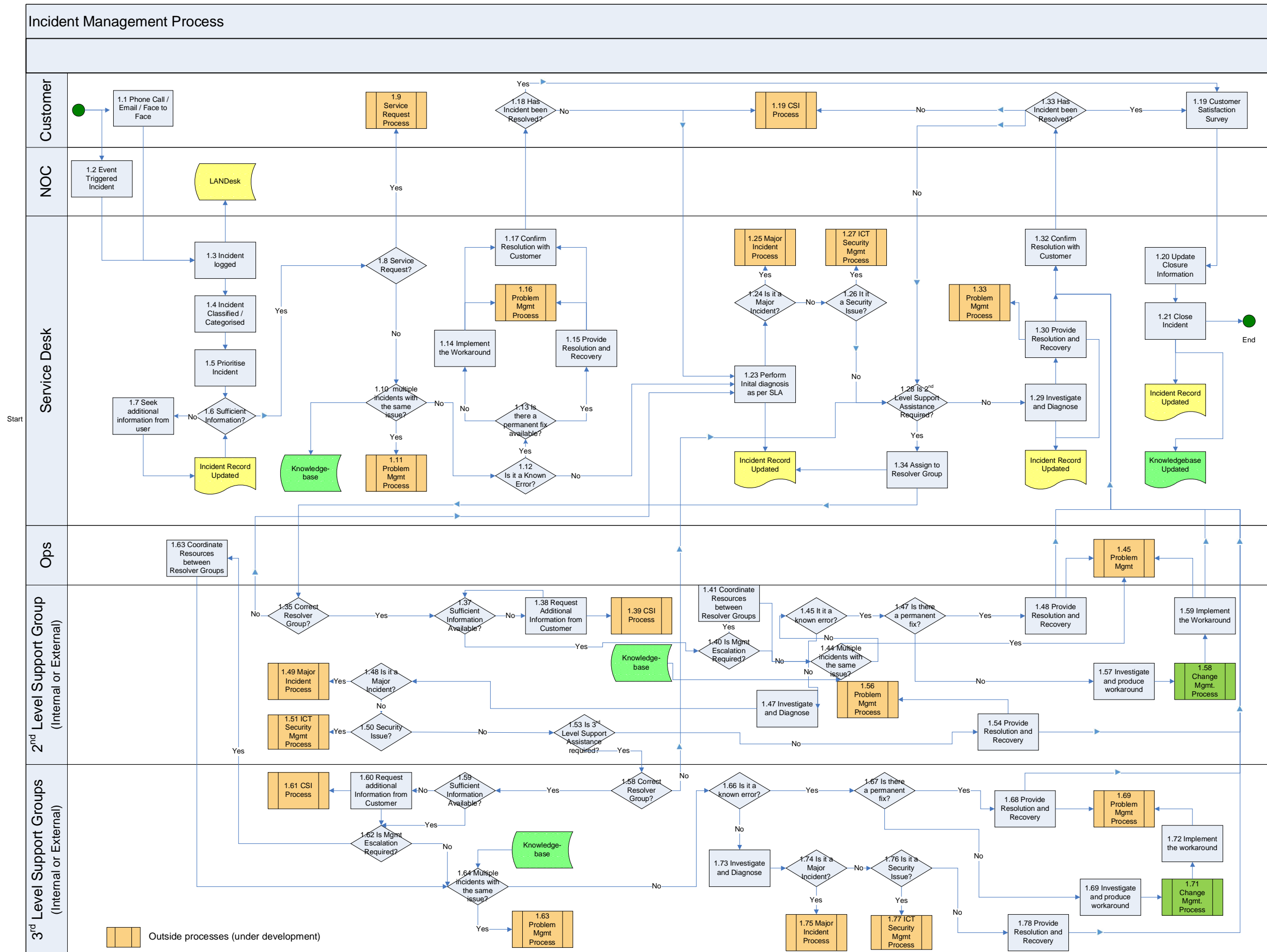


1.1 Incident Management Workflow



1.2 Incident Management Process Steps and Responsibilities

The following table lists a detailed description of the activities that are followed through the lifecycle of an incident, as detailed in the workflow in section 1.1 above.

Table 7, Incident Management process step descriptions

| # | Process Activity | Process Activity Description | Responsible Team |
|------|---|---|------------------|
| 1.1 | Phone Call / Email / Face to Face | Customer makes contact with the Service Desk either by phone call, email or through face to face contact. | Customer |
| 1.2 | Event Triggered Incident | Through infrastructure and systems monitoring tools, an event is triggered and an incident alert is raised. | NOC / SOC |
| 1.3 | Incident logged | Incident is logged into the Service Management application ensuring all appropriate information is captured at the time of logging (e.g. error messages received, platform, etc.). | Service Desk |
| 1.4 | Incident Classified / Categorized | Incident is classified and categorized based on information available to the Service Desk staff. | Service Desk |
| 1.5 | Prioritize Incident | Based on the business impact and user priority, depending on the pre-defined criteria, assign priority to the incident | Service Desk |
| 1.6 | Sufficient Information? | Review the details provided by the user and evaluate whether sufficient information is available for processing. | Service Desk |
| 1.7 | Seek additional information from user | Request the user to provide additional information required to fulfil the request or investigate and resolve the incident. | Service Desk |
| 1.8 | Service Request? | Based on classification and categorization, the question of if the incident is actually a service request is asked. | Service Desk |
| 1.9 | Service Request Process | If the incident is a service request, this is noted in the service management tool and the incident is reclassified as a service request and the Service Request Process will take over. | Service Desk |
| 1.10 | Are there multiple incidents with the same issue? | The service desk analyst will verify using the knowledgebase and service management tool to determine if there are already other incidents logged with the same issue. | Service Desk |
| 1.11 | Problem Mgmt. Process | If there are other incidents logged with the same issue, this information will be passed to a Problem Manager and the Problem Management Process for continued activity. | |
| 1.12 | Is it a Known Error? | The service desk analyst will check the known error database (knowledgebase) to verify if the incident is considered a known error. | Service Desk |
| 1.13 | Is there a permanent fix available? | If the incident is a known error, the service desk analyst will determine if a permanent fix is available to resolve the incident. | Service Desk |
| 1.14 | Implement the Workaround | If there is no permanent fix for the known error, the workaround in noted in the knowledgebase is implemented. | Service Desk |
| 1.15 | Provide Resolution and Recovery | If there is a permanent fix for the known error, the resolution and recovery steps listed in the knowledgebase is provided to the customer. | Service Desk |
| 1.16 | Problem Mgmt. Process | To ensure Problem management is informed of incidents where a known error has happened, the Problem Management process is informed of the incident and is used in the Problem Management process. | |
| 1.17 | Confirm Resolution with Customer | Once the workaround or the permanent fix is provided to the customer, the Service Desk will confirm that their incident has been resolved. | Service Desk |

| # | Process Activity | Process Activity Description | Responsible Team |
|------|---|--|------------------|
| 1.18 | Has Incident been Resolved? | The customer is asked if their incident has been resolved. | Customer |
| 1.19 | CSI Process | If the known error has not restored service to the customer or if after detailed investigation and diagnosis the provided recovery steps do not restore service to the customer the CSI process is informed to take appropriate action to improve the service. | |
| 1.20 | Update Closure Information | If the customer confirms their incident has been fixed and service has been restored, the service desk analyst will update the incident in the service management tool with the appropriate closure information. | Service Desk |
| 1.21 | Close Incident | The incident in the Service Management Application is closed. | Service Desk |
| 1.22 | prioritize Incident | If there is no known error identified in the known error database (knowledgebase) the service desk analyst will prioritize the incident based on information available. | Service Desk |
| 1.23 | Perform Initial diagnosis as per SLA | Service Desk analyst will perform initial diagnosis based on the SLA information for the type of incident it is. | Service Desk |
| 1.24 | Is it a Major Incident? | The service desk analyst will determine if the incident is considered a Major Incident based on information available. | Service Desk |
| 1.25 | Major Incident Process | If the service desk analyst determines the incident is a Major incident, the Major incident process is invoked, passing the incident to the major incident process. | |
| 1.26 | Is it a Security Issue? | The service desk analyst will determine if the incident is considered an ICT security incident based on information available. | Service Desk |
| 1.27 | ICT Security Mgmt Process | If the service desk analyst determines the incident is an ICT Security incident, the ICT Security Management process is invoked, passing the incident to the ICT security incident process. | |
| 1.28 | Is 2nd Level Support Assistance Required? | After the initial diagnosis and review of the incident, the service desk analyst will determine if 2nd level support assistance is required. This may also be based on the SLA. | Service Desk |
| 1.29 | Investigate and Diagnose | If 2nd level support is not deemed to be initially required, the service desk analyst will do further investigation and diagnosis of the incident to determine corrective actions to take. | Service Desk |
| 1.30 | Provide Resolution and Recovery | After concluding investigation and diagnosis, the Service desk analyst will provide the resolution and recover steps to the customer to restore service. | Service Desk |
| 1.31 | Problem Mgmt. Process | A record of the incident is made available to the Problem management process to provide this process with the ability to proactively monitor incidents logged to try and catch problems before they occur. | |
| 1.32 | Confirm Resolution with Customer | Once the resolution and recovery steps have been provided to the customer and are implemented, this service desk analyst will confirm resolution with the customer. | Service Desk |
| 1.33 | Has Incident been Resolved? | The customer confirms that their incident has been resolved. | Customer |
| 1.34 | Assign to Resolver Group | If the service desk analyst determines that 2nd Level support assistance is required, they will assign incident to the appropriate resolver group based on information available. | Service Desk |

| # | Process Activity | Process Activity Description | Responsible Team |
|------|---|--|-----------------------|
| 1.35 | Correct Resolver Group? | 2nd level support groups will, upon receipt of an incident verify that the correct resolver group has been assigned to the incident. | 2nd Level Support |
| 1.36 | Assign to correct Resolver Group | If the incident has been assigned to the wrong resolver group, the 2nd level support group will reassign to the correct resolver group. | 2nd level Support |
| 1.37 | Sufficient Information Available? | The 2nd level support analyst will review the information contained in the incident record and will determine if there is sufficient information available to perform Investigation and diagnosis. | 2nd Level support |
| 1.38 | Request Additional Information from Customer | If additional information is needed to continue with the incident, the 2nd level support analyst will request any additional information required from the customer. | 2nd Level Support |
| 1.39 | CSI Process | When additional information is needed, a trigger to the CSI process is informed to take appropriate action to improve the service for the future. | |
| 1.40 | Is Mgmt. Escalation Required? | The 2nd level support analyst will determine if a management escalation is required (e.g. incident is passed from support group to support group with no ownership being taken, where the incident is close to breaching SLA times, etc.). | 2nd Level Support |
| 1.41 | Coordinate Resources between Resolver Groups | If a Management escalation is required, Operations Management will coordinate support resources to ensure that the correct groups are involved in restoring service to the customer. | Operations Management |
| 1.42 | Are there multiple incidents with the same issue? | The 2nd Level analyst will verify using the knowledgebase and Service Management Application to determine if there are already other incidents logged with the same issue. | 2nd Level Support |
| 1.43 | Problem Mgmt. | If there are other incidents logged with the same issue, this information will be passed to a Problem Manager and the Problem Management Process for continued activity. | 2nd Level Support |
| 1.44 | Is it a known error? | The 2nd Level support analyst will check the known error database (knowledgebase) to verify if the incident is considered a known error. | 2nd Level Support |
| 1.45 | Is there a permanent fix? | If the Incident is a known error, the 2nd level support analyst will determine if a permanent fix is available to resolve the Incident. | 2nd Level Support |
| 1.46 | Provide Resolution and Recovery | If there is a permanent fix for the known error, the resolution and recovery steps listed in the knowledgebase is provided to the customer. | 2nd Level Support |
| 1.47 | Investigate and Diagnose | The 2nd Level support analyst will do further investigation and diagnosis of the incident to determine corrective actions to take. | 2nd Level Support |
| 1.48 | Is it a Major Incident? | The 2nd Level support analyst will determine if the incident is considered a Major Incident based on information available. | 2nd Level Support |
| 1.49 | Major Incident Process | If The 2nd Level support analyst determines the Incident is a Major Incident, the Major Incident process is invoked, passing the Incident to the Major Incident process. | |
| 1.50 | Is it a Security Issue? | The 2nd Level support analyst will determine if the Incident is considered an ICT security incident based on information available. | 2nd Level Support |

| # | Process Activity | Process Activity Description | Responsible Team |
|------|---|--|-----------------------|
| 1.51 | ICT Security Mgmt. Process | If The 2nd Level support analyst determines the Incident is an ICT Security Incident, the ICT Security Management process is invoked, passing the Incident to the ICT Security Incident process. | |
| 1.52 | Is 3rd Level Support Assistance required? | After the initial diagnosis and review of the incident, the 2nd Level Support Analyst will determine if 3rd level support assistance is required. This may also be based on the SLA. | 2nd Level Support |
| 1.53 | Provide Resolution and Recovery | After concluding investigation and diagnosis, the 2nd Level support analyst will provide the resolution and recover steps to the customer to restore service. | 2nd Level Support |
| 1.54 | Problem Mgmt. Process | A record of the incident is made available to the Problem management process to provide this process with the ability to proactively monitor incidents logged to try and catch problems before they occur. | |
| 1.55 | Investigate and produce workaround | If there is no permanent fix available for the Incident, the 2nd Level support analyst will do further investigation of the incident and produce any workaround required to restore service to the customer. | 2nd Level Support |
| 1.56 | Change Management Process | Once a workaround has been found, the 2nd Level Support Analyst will have the change approved, if required, as per the Change Management Process. | 2nd Level Support |
| 1.57 | Implement the Workaround | After concluding investigation and producing any required workaround, the 2nd level support analyst will implement the workaround. | 2nd Level Support |
| 1.58 | Correct Resolver Group? | 3rd level support groups will, upon receipt of an Incident verify that the correct resolver group has been assigned to the incident. | 3rd Level Support |
| 1.59 | Sufficient Information Available | The 3rd level support analyst will review the information contained in the Incident record and will determine if there is sufficient information available to perform | 3rd Level Support |
| 1.60 | Request additional Information from Customer | If additional information is needed to continue with the Incident, the 3rd level support analyst will request any additional information required from the customer. | 3rd Level Support |
| 1.61 | CSI Process | When additional information is needed, a trigger to the CSI process is informed to take appropriate action to improve the service for the future. | |
| 1.62 | Is Mgmt. Escalation Required? | The 3rd level support analyst will determine if a management escalation is required (e.g. Incident is passed from support group to support group with no ownership being taken, where the incident is close to breaching SLA times, etc.). | 3rd Level Support |
| 1.63 | Coordinate Resources between Resolver Groups | If a Management escalation is required, Operations Management will coordinate support resources to ensure that the correct groups are involved in restoring service to the customer. | Operations Management |
| 1.64 | Are there multiple Incidents with the same issue? | The 3rd Level analyst will verify using the knowledgebase and service management tool to determine if there are already other incidents logged with the same issue. | 3rd Level Support |
| 1.65 | Problem Mgmt. Process | If there are other incidents logged with the same issue, this information will be passed to a Problem Manager and the Problem Management Process for continued activity. | |

| # | Process Activity | Process Activity Description | Responsible Team |
|------|------------------------------------|--|-------------------|
| 1.66 | Is it a known error? | The 3rd Level support analyst will check the known error database (knowledgebase) to verify if the incident is considered a known error. | 3rd Level Support |
| 1.67 | Is there a permanent fix? | If the incident is a known error, the 3rd level support analyst will determine if a permanent fix is available to resolve the incident. | 3rd Level Support |
| 1.68 | Provide Resolution and Recovery | If there is a permanent fix for the known error, the resolution and recovery steps listed in the knowledgebase is provided to the customer. | 3rd Level Support |
| 1.69 | Problem Mgmt. Process | If there are other incidents logged with the same issue, this information will be passed to a Problem Manager and the Problem Management Process for continued activity. | |
| 1.70 | Investigate and produce workaround | If there is no permanent fix available for the incident, the 3rd Level support analyst will do further investigation of the incident and produce any workaround required to restore service to the customer. | 3rd Level Support |
| 1.71 | Change Management Process | Once a workaround has been found, the 2nd Level Support Analyst will have the change approved, if required, as per the Change Management Process. | 3rd Level Support |
| 1.72 | Implement the workaround | After concluding investigation and producing any required workaround, the 3rd level support analyst will implement the workaround. | 3rd Level Support |
| 1.73 | Investigate and Diagnose | The 3rd Level support analyst will do further investigation and diagnosis of the incident to determine corrective actions to take. | 3rd Level Support |
| 1.74 | Is it a Major Incident? | The 3rd level support analyst will determine if the incident is considered a Major Incident based on information available. | 3rd Level Support |
| 1.75 | Major Incident Process | If The 3rd Level support analyst determines the incident is a Major incident, the Major incident process is invoked, passing the incident to the major incident process. | |
| 1.76 | Is it a Security Issue? | The 3rd Level support analyst will determine if the incident is considered an ICT security incident based on information available. | 3rd Level Support |
| 1.77 | ICT Security Mgmt. Process | If The 3rd Level support analyst determines the incident is an ICT Security incident, the ICT Security Management process is invoked, passing the incident to the ICT security incident process. | |
| 1.78 | Provide Resolution and Recovery | After concluding investigation and diagnosis, the 3rd Level support analyst will provide the resolution and recover steps to the customer to restore service. | 3rd Level Support |
| 1.79 | Customer Satisfaction Survey | To record customer satisfaction with the overall process, a questionnaire in the form of a survey is sent to the customer/end-user. | Service Desk |

