

BMC Software Consulting Services

Fermilab Computing Division

Incident Management Policy

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Version :	1.0



GENERAL

Description	This is the policy that governs the Incident Management process under Computing Division management.		
Purpose	This policy ensures a consistent, repeatable Incident Management Process that enables the Computing Division to offer a high quality service to the Division Heads', Section Heads', Center Heads', Experiment Leaders, and to our end-users.		
Applicable to	This document applies equally to all Fermilab Computing Division personnel		
Supersedes	No previous version		
Document Owner	Computing Division Head	Owner Org	Computing Division
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VERSION HISTORY

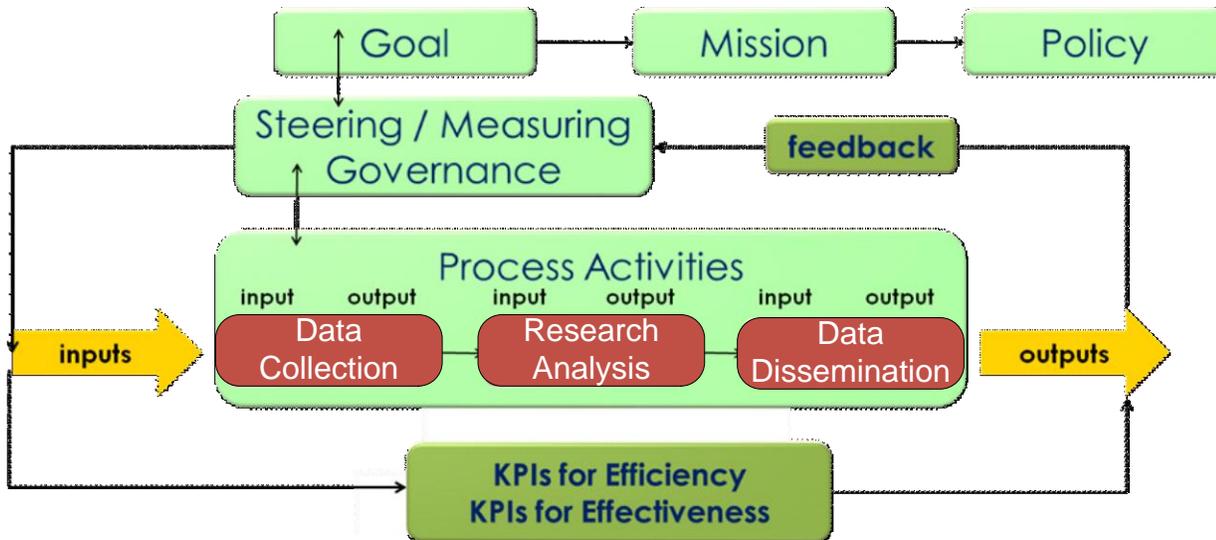
Version	Date	Author(s)	Change Summary
1.0	1-28-2009	David Whitten - Plexent Allen Forni – Fermilab	Initial Document

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1.0 INTRODUCTION

A Policy is a broad statement, representing management's position for a defined control area. It is long-term and assists in the development of more specific rules to address specific situations. When putting together a policy, it is critical to understand how the policy supports the laboratory's core mission. Below is an illustration on how all this comes together:



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2.0 INCIDENT MANAGEMENT

The objective of Incident Management is to restore normal service operations as quickly as possible. To do so, ensures minimal adverse impacts on customers, scientists, and research teams as well as Computing Division operations. It also ensures that the best possible levels of service quality and availability are maintained.

Incident Management is planned and performed in accordance with established policies, procedures, and standards. Roles and responsibilities for managing the Incident Management process and procedures are defined, assigned, and communicated.

Incident Management relies on the effective and efficient operations of other processes. There is a close interface between Incident Management, Problem Management and Change Management processes, as well as, the function of the Help Desk or Service Desk.

Definition: Incidents here are defined to be ITIL incidents unless excluded by superceding external policies.

Policy

- Incidents are recorded in the BMC Remedy tool as the single source of data.
- Incidents are classified by priority and categorized by type or service (e.g., hardware, application) in accordance with documented criteria.
- Incident Management, Change, Configuration, and Problem Management processes will use a common set of Categories.
- Incidents are assigned and escalated based on procedures established in the Fermilab Incident Management Business Process and Procedure document. (CD DOCDB 3064)
- Incidents are investigated to determine resolution and workarounds.
- The customer shall be kept informed of the progress of their reported incident or service request and alerted in advance if their service levels cannot be met and an action agreed.
- Services are restored and Incidents are closed in accordance with the established procedures defined in the Fermilab Incident Management Business Process and Procedure document.
- In the event that an Incident fails to achieve satisfactory progress, it is escalated according to specified criteria, as identified in the Fermilab Incident Management Business Process and Procedure document.
- The priority of an Incident is determined by assessing its Urgency and Impact. The customer or end-user offers input to guide this assessment, which is compared to previously agreed-upon criteria or Service Level Agreements and Service Level Targets.
- Major Incidents are declared when the degree of Impact and Urgency reach or exceed the previously defined levels as set forth in the Service Level Agreement or as determined by the Incident Manager or a member of Computing Division management as referenced in the Incident Management Business Process and Procedure Document
- Third Party Statement: Any Incident involving IT configuration items that require involvement of a 3rd party vendor, will be recorded and tracked within Remedy.

- Pending Statement: The following are valid reasons to place a ticket in “Pending” status, which effectively stops the Service Level Agreement clock. Reasons outside those listed below are not allowed.
 - Waiting for additional information from the requester
 - End user required for access or additional details regarding the incident
 - Waiting for support from 3rd party Vendors. This includes:
 - Hardware or software or components required to repair the device
 - Waiting on approval to use a 3rd party vendor to repair the device
 - Waiting for customer approval
 - Incidents that require budgetary or non-budgetary approval from the customer prior to implementing the solution (example: equipment purchases or 3rd party repairs that the customer must pay for out of their budget)
- All tickets in a PENDING state will be reviewed by the Service Desk on a regular basis.
 - Requests for updates from the Service Desk should be followed through promptly
- Related Incident and Incident Task statement
 - Related Incident Statement: If during an investigation of an incident, it is discovered that a new set of users are impacted by an incident, then a new incident will be declared in order to reference that the newly discovered users have lost a service.
 - If during an investigation of an incident, additional items are found to be the cause of the incident, but it does not impact a different set of users, then a task will be opened to groups that are required to restore the service. The original assignee will maintain ownership of the original ticket.

3.0 ENFORCEMENT

Individuals who violate this policy may be subject to disciplinary actions.

4.0 RELATIONSHIP TO OTHER DOCUMENTS

Document Name	Relationship
Fermilab Incident Management Business Process and Procedure document. (CD DOCDB 3064)	Processes and Procedures
ITIL Glossary	Terms and definitions
Incident Management Policy Fermilab Computing Division (CD DOCDB 3067)	This document