

# BMC Software Consulting Services

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## Fermilab Computing Division

## Fermilab Incident Management Business Process Requirements

Client:	Fermilab
Date :	01/28/2009
Version :	1.0
	

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<b>GENERAL</b>			
<b>Description</b>	This document establishes the Incident Management (IM) Business Requirements		
<b>Purpose</b>	This procedure provides the necessary steps and details for the Service Manager Consultant to acquire and determine the business requirements for a customer seeking to implement Incident Management		
<b>Applicable to</b>	<i>Incident Management ISO20000 Project</i>		
<b>Supersedes</b>	<i>N/A</i>		
<b>Document Owner</b>	<i>Incident Manager</i>	<b>Owner Org</b>	<i>Computing Division</i>
		<b>Revision Date</b>	<i>01-28-2009</i>

<b>VERSION HISTORY</b>			
Version	Date	Author(s)	Change Summary
1.0	1/28/2009	David Whitten – Plexent LLP	Initial Document

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## BUSINESS PROCESS REQUIREMENTS

Business requirements describe the tasks the users must be able to accomplish with the process. Business requirements reflect business processes and are generally written in the format verb + object. The preferred format is the MoSCoW ranking system for determining the process requirements for the customer.

### MoSCoW Ranking [Key = M, S, C, W]

M: Must have for launch (Critical).

S: Should have but not critical for launch, (but critical for roll out or some part of it is).

C: Could have.

W: Won't have (yet).

How to use this form: Discuss with the client the current processes and map the current processes to the eight steps within the itDNA elements within this document. Once mapped, determine in conjunction with the client, which items must be included in the new process (M), which ones should be included (S), determine if the process could have the item (C) and determine if there are items that they currently perform that won't be in the new process (W).

Fill out the table below with the Incident Management requirements under their respective process areas and then prioritize the requirements based on how important to the customer they are.

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<b>INCIDENT MANAGEMENT BUSINESS PROCESS REQUIREMENTS</b>				
<b>Item #</b>	<b>Business Requirement</b>	<b>Owner</b>	<b>MoSCoW Ranking</b>	<b>Priority</b> <small>(1=Highest 5 = Lowest)</small>
<b>1.0</b>	<b>Incident Detection</b>	<b>Incident Manager</b>		
1.1	Ability to receive incident information manually	Service Desk Analyst	M	1
1.2	Ability to receive incident information automatically	Incident Manager	C	3
1.3	Store data received from Incident gathering	Incident Manager	M	2
<b>2.0</b>	<b>Incident Classification</b>	<b>Incident Manager</b>		
2.1	Assign a category to an incident	Service Desk Analyst	M	1
2.2	Align categories to Change and Problem Management	Incident Manager	M	2
2.3	Searchable incident records	Incident Manager	M	2
2.4	Capable of associating incidents using a Parent/child relationship	Incident Manager	M	1
2.5	Ability to determine urgency, priority, and criticality of an incident	Incident Manager	M	1
2.6	Service Desk Analyst can begin critical incident management if necessary	Service Desk Analyst	M	2
2.7	Provide ability to appropriately assess the impact of the incident	Incident Manager	M	2
<b>3.0</b>	<b>Initial Incident Support</b>			

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Item #	Business Requirement	Owner	MoSCoW Ranking	Priority <small>(1=Highest 5 = Lowest)</small>
3.1	Provide means for the Service Desk Analyst to quickly resolve an incident	Incident Manager	M	2
3.2	Capable of assigning a priority to the incident	Incident Manager	S	1
3.3	Provide updates to the client/end user	Service Desk Analyst	S	2
<b>4.0</b>	<b>Incident investigation and diagnostics</b>			
4.1	Ability to assign incident tickets to the appropriate team	Service Desk Analyst	M	1
4.2	Ability to re-assign tickets as necessary	Service Desk Analyst	M	1
4.3	Capable of including other team members, consultants, support groups and contractors as needed	Service Desk Analyst	M	2
4.4	Allow for 3 <sup>rd</sup> party support within the process	Incident Manager	S	2
4.5	Provide a resolution loop with the ability to document the resolution	Incident Manager	M	2
4.6	Suspension of the service clock is required for adherence to Service Level Agreements	Service Desk Analyst	S	1
<b>5.0</b>	<b>Incident Resolution</b>			
5.1	Provide continued communication with the client/end-user and continue informing them of the status of the incident and resolution	Service Desk Analyst	M	1

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Item #	Business Requirement	Owner	MoSCoW Ranking	Priority <small>(1=Highest 5 = Lowest)</small>
5.2	Process integration with Change Management and the ability implement a change	Incident Manager	C	3
5.3	Ability to stop the resolution of the incident if there is no known solution	Service Desk Analyst	C	3
5.4	Procedure to update the incident and track solution within the incident process	Service Desk Analyst	M	1
5.5	Service Desk validate service is restored	Service Desk Analyst	M	1
5.6	Service Desk validate the incident priority, category, urgency prior to closing the incident	Service Desk Analyst	M	1
<b>6.0</b>	<b>Incident Restoration</b>			
6.1	Ability to identify the recovery solution	Service Desk Analyst	M	2
6.2	Maintain communication with the client of the potential solutions	Incident Manager	M	1
6.3	Integrate with the Change Process for the resolution of the incident	Incident Manager	C	3
6.4	Ability to stop the resolution process	Service Desk Analyst	S	3
<b>7.0</b>	<b>Incident Closure</b>			
7.1	Capable of identifying criticality of the ticket during incident closure	Service Desk Analyst	M	2
7.2	Ability to verify restoration of the incident	Service Desk Analyst	M	1

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Item #	Business Requirement	Owner	MoSCoW Ranking	Priority <small>(1=Highest 5 = Lowest)</small>
7.3	Service desk communicates resolution to the customer	Service Desk Analyst	M	2
7.4	Verification of the incident details as they relate to the configured item and the impacted service, the process allows for the updating of the incident	Service Desk Analyst	M	1
<b>8.0</b>	<b>Incident Ownership, Monitoring and Tracking</b>			
8.1	Maintain the ability to monitor active incidents	Service Desk Analyst	M	1
8.2	Ability to perform hierarchical escalation	Incident Manager	M	1
8.3	Ability to perform functional escalation	Incident Manager	M	1
8.4	Provide ability to communicate to clients or end-user community as needed	Incident Manager	C	2