OMES Service Desk Methodology

I. Incident Priorities

a. Definitions:

An Incident is defined as something that is broken or about to break. The level of importance (priority) is determined by: Priority = Impact + Severity
Impact is defined by the number of people affected by a service outage.

Severity is defined as the effect of the event on a customer's ability to work. This is not to be confused with how urgent the requestor believes the Incident to be.

Priority is determined by the impact and severity of the issue. The priority determines how quickly the case needs to be addressed. The Incident Priority Matrix represents the scale used to determine priority.

b. Incident Priority Matrix

Severity		Impact		
		Multi Agency	Agency	Individual
Outage	Issue prevents user from functioning on all levels.	Priority 1	Priority 1	Priority 2
Degradation	Issue prevents user from performing some function(s).	Priority 1	Priority 2	Priority 3
No Impact	Issues does not impact business in any way, but is broken or about to break.	Priority 2	Priority 3	Priority 4

II. Service Request Priorities

a. Definitions:

A Service Request is a formal request form a customer for something to be provided, e.g., a request for information; to install a workstation; or to reset a password.

OMES Information Services has two priorities for Service Requests: 1) password resets and 2) all other requests.

III. Service Level Agreements

a. Definitions:

A Service Level Agreement defines the Target Response and Target Restore timeframes the customer should expect when reporting an Incident to the Service Desk. The Service Level Agreements Matrix outlines these targeted timeframes in correspondence with the Incident Priority Matrix.

Target Response measures time from the moment the case is created to the time it takes a technician to take ownership of the case.

Target Restore measures time from the moment the case is created to the time it takes a technician to resolve the case.

b. Service Level Agreement Matrix

Incident			
SLA	Priority	Target Response	Target Restore
SLA 1 (location is local and on state fiber)	Priority 1	15 minutes	4 hours
SLA 2 (location is remote or not on state fiber)	Priority 1	15 minutes	8 hours
SLA 3	Priority 2	2 hours	End of Next Business Day
SLA 4	Priority 3	8 hours	3 Business Days
SLA 5	Priority 4	8 hours	5 Business Days
Service Request			
SLA	Priority	Target Response	Target Response
SLA 1 (password resets)	Priority 1	10 minutes	20 minutes
SLA 2 (all other requests)	Priority 2	1 Business Day	5 Business Days

IV. Escalation Procedures

Any time a customer feels that a submitted case requires a more urgent response than received, they may escalate the case by contacting the OMES Service Desk. This typically applies to Incident 3 and 4 and Service Requests. The manager of the team is added as an interested party on the case to bring attention to the issue, and the case will be reviewed in the Daily Status meeting until the case has been resolved to the customer's satisfaction.

V. Major Incidents

A Major Incident is an incident for which the degree of impact on the user community is extreme, or where the disruption is excessive and which requires a response that is above and beyond that given to normal incidents. When a Major Incident is called, the incident coordinator is notified and the Major Incident process is enacted. The Incident Coordinator will call together members from all teams able to assist in the resolution of the Incident. The Information Technology Operations Command Center (ITOCC) is utilized as the command post during the Major Incident.