ECG Policies

1. New Service Catalog Request
2. Create or modify Knowledge Articles
3. Modifications or new Standard change, project, or incident templates
4. How long should a change request (implementation) should be scheduled for?
5. Time frame for incidents and when they should turn into a problem?
6. When do we want to collect new requirements and how do we want to capture the request?
7. What process will we use for the RRRB?

Questions to ask ITSM

1. What role will ITIL provide the user to be able to work incident, project, and change request
2. Who in ECG will perform creating and submitting Standard change templates?
3. What is the timeframe for a validate change template is set up?
4. Will we be able to create problems when we have several related incidents that can be fixed by a workaround and a future solution will be needed
5. Can we use checklist for our incidents or even some tasking
6. Can we create a bulk CI import to one change request? Example” patching???
7. What timeframe will ECG set for an implementation task? 24 hours, 2 days, 1 weeks, etc ? remember this timeframe will need to be actual timeframe the Ci will be worked on.
8. Can use response plans?
9. Do we have an automatic closures on incidents
10. What tables will be available for us to use? Example: templates, checklist
11. Can we use project checklist?