Incident Management Procedure

1. **Purpose**

The objective of this process is to ensure that all incidents that affect or might affect the Authority’s operations or cause a reduction in the quality of one or more of the IT services offered in a timely and effective manner.

1. **Scope**

The procedure starts with the raised incident request and ends with the resolved incident request and updated activity log.

1. Narrative
2. The Requestor contacts the Helpdesk or logs into the Helpdesk portal and raises a ticket with details of the incident.
3. The IT Helpdesk Specialist (First Line of Support) records and reviews details of the incident such as date, time, and issue in the Incident Log. The IT Helpdesk Specialist assigns the ticket to the first line of support. The ticket will also be assigned an “In Progress” status in the tracking sheet.
4. The IT Helpdesk Specialist (First Line of Support) analyses the incident and attempts to resolve it.
5. Can the First Line of Support find a solution to the incident?
   1. **Case A – Yes;** in case the incident is resolved, proceed to step 3.10.
   2. **Case B – No;** in case the incident is not resolved, proceed to step 3.5.
6. The relevant IT Specialist (Second Line of Support) analyses the incident and attempts to resolve it.
7. Can the Second Line of Support find a solution to the incident?
   1. **Case A – Yes;** in case the incident is resolved, proceed to step 3.10.
   2. **Case B – No;** in case the incident is not resolved, proceed to step 3.7.
8. The relevant Section Manager analyses the incident and attempts to resolve it.
9. Can the relevant Section Manager find a solution to the incident?
   1. **Case A – Yes;** in case the incident is resolved, proceed to step 3.10.
   2. **Case B – No;** in case the incident is not resolved, proceed to the **“Problem Management”** process before continuing to step 3.9.
10. The relevant IT Specialist (Second Line of Support) analyses the reason for not resolving the incident and communicates the action plan (next steps) to the Requestor regarding the incident and its business requirements. **Process ends.**
11. Does the Requestor object?
    1. **Case A – Yes;** in case the Requestor objects and does not believe the incident has been resolved, return to 3.3.
    2. **Case B – No;** in case the Requestor does not object, proceed to step 3.11.
12. The IT Helpdesk Specialist records the details of the service provided by the IT Department and closes the incident.
13. The IT Helpdesk Specialist updates the activity log with the incident accordingly.
14. The relevant Section Manager conducts a periodic review of the activity log to monitor performance.
15. Incident Management Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Percentage of Repeat Incidents | KPI |
| Percentage of incidents that can be classified as a repeat incident relative to all the reported incidents | Description |
| *(* | Measurement |

|  |  |
| --- | --- |
| **KPI 2** | |
| Percentage of Overdue Incidents | KPI |
| Percentage of incidents that have exceeded the agreed upon turnaround time for resolving incident requests | Description |
| *(* | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Confirmed Resolving of an IT Incident |  | Relevant Department | N/A |
| Providing Confirmation of the Resolving of an Incident |  | Relevant Department | Relevant Deputy Governor |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.