ITWorks Service Desk Work Instruction

Log ICT Incidents and Service requests

Purpose

The purpose of this document is to guide Service Desk staff on the correct procedure for logging, prioritising and escalating ICT Incidents and Service Requests for ITWorks.

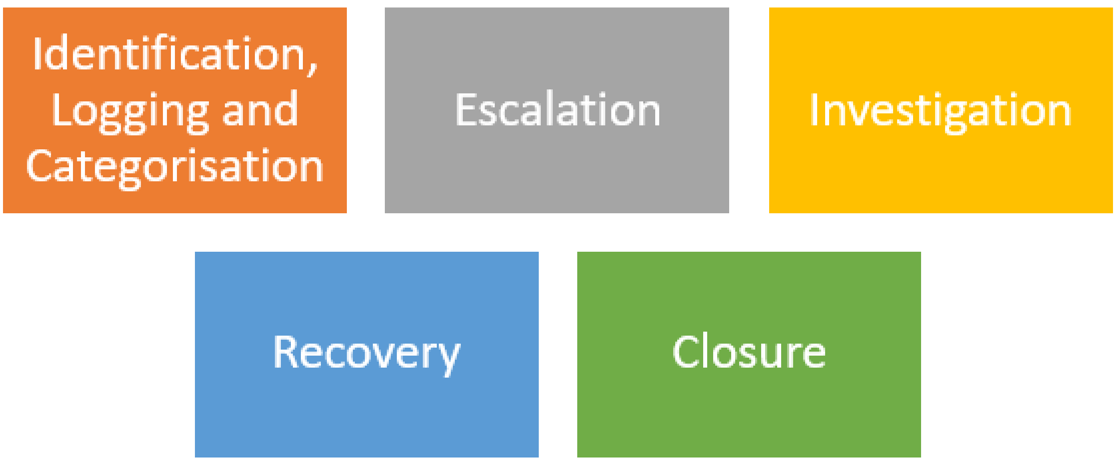
Determine support call type – Incident or Service Request?

Analyse the information given to you by the user and look for key words in their communication to help determine whether they are experiencing an incident or are wanting something from the ICT Services department.

If you are unsure seek assistance from another team member or supervisor.

Once you have determined the type of the support call you can proceed to the next tasks of logging the Incident or Service Request.

Stages of incident resolution



Adding, resolving and closing Incidents

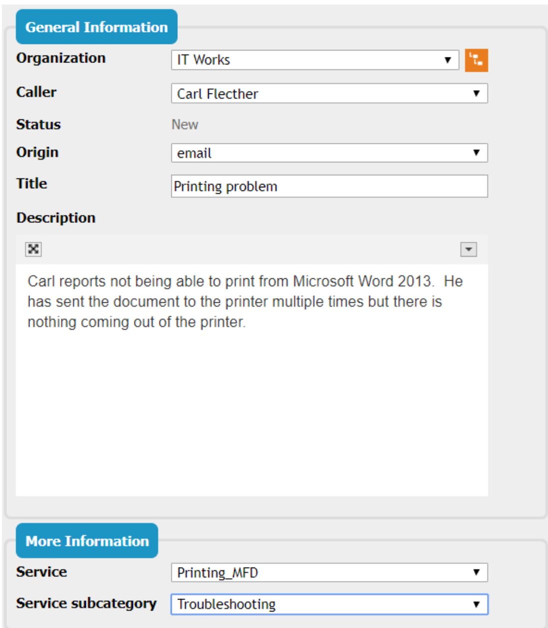
The data shown entered is for example purposes only.

Add a new Incident

To Add a new Incident:

1. Click on Incident Management in the navigation bar.
2. Click on the New Incident link to open a new incident ticket.

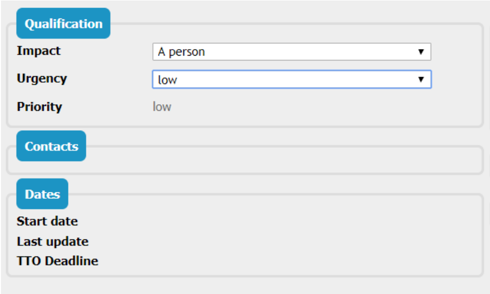
3. In the General Information section of the form complete the following fields from the support call.
    a) Caller – verify the caller is an employee of ITWorks. If the caller is not found in the ITWorks service management system alert your supervisor.



    b) Origin – is the service call being received via phone or email
    c) Title – enter an appropriate title for the call which gives an idea of the nature of the call
    d) Description – enter as detail as possible that you have received about the call at that point in time
    e) Service – choose a service which matches the call details
    f) Service subcategory – choose a service subcategory that matches the service and nature of the call

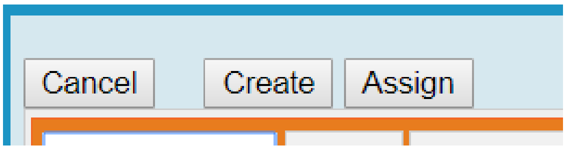
4. In the Qualification section of the form complete the following fields for the support call.

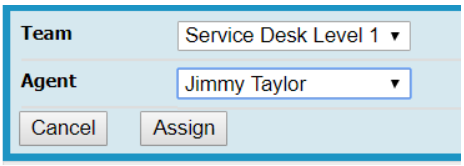
- Impact
- Urgency



[Refer to the Appendix 1 – Priority Response and Escalation Procedure to determine the correct priority.]()

5. Click the Assign button in the top right-hand corner of the form and choose the appropriate support agent to assign the incident to and click the Assign button again.



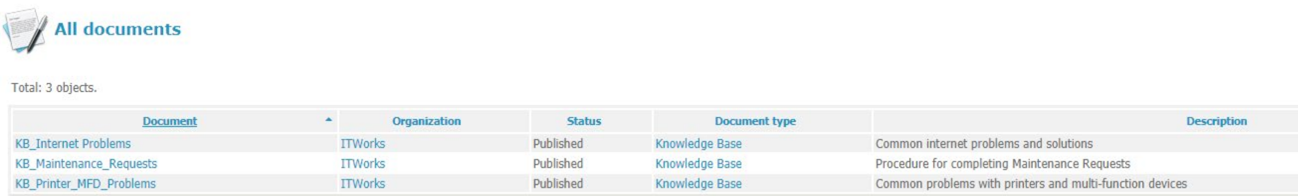


Accessing Knowledge Base for problems, possible causes and solutions

Prior to resolving an incident, you need to access the knowledge base to guide you on the cause of the problem, possible causes and solutions.

1. Click on Configuration Management in the navigation bar.
2. Click on the Documents link to access the Knowledge Base.

3. Select the knowledge base document that relates to the incident you are resolving.



All documents

Total: 3 objects.

Document	Organization	Status	Document type	Description
KB_Internet Problems	ITWorks	Published	Knowledge Base	Common internet problems and solutions
KB_Maintenance_Requests	ITWorks	Published	Knowledge Base	Procedure for completing Maintenance Requests
KB_Printer_MFD_Problems	ITWorks	Published	Knowledge Base	Common problems with printers and multi-function devices

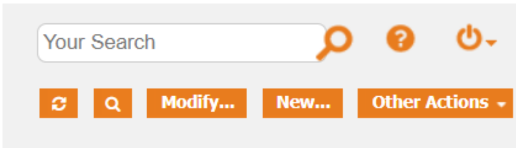
Resolve and close Incidents

To resolve an Incident:

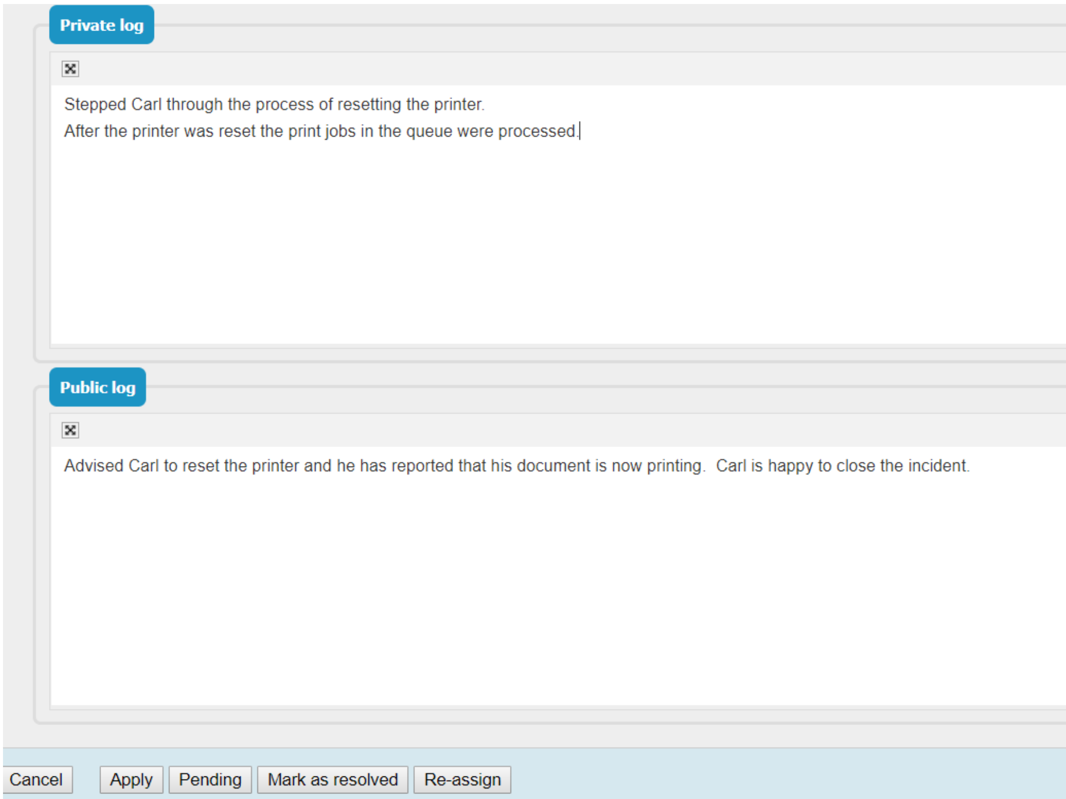
1. Click on Incident Management in the navigation bar.
2. Click on the Incidents assigned to me link to show the list of incidents assigned to you.

3. Click on the Incident number link in the Incident column to open the incident.

   In the top right hand corner of the window click the Modify button

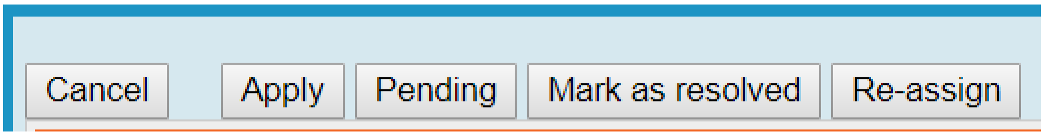


The ticket is now opened for you to add comments in the private and public logs. Use the Private Log for actions taken during the call for service agents only and the Public Log for actions and comments between the service agent and the client.

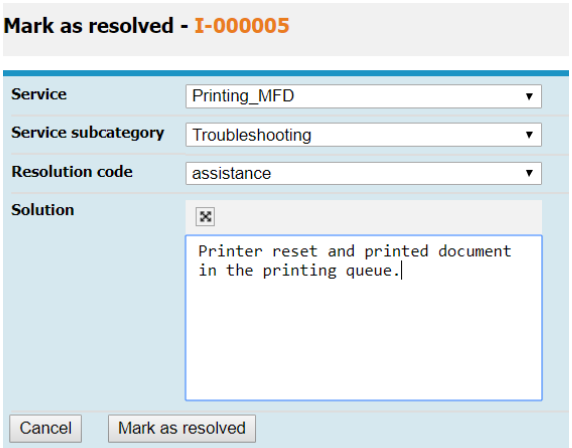


4. The incident can now be marked as resolved or re-assigned for escalation to another support agent or third party (e.g. hardware or software vendor).

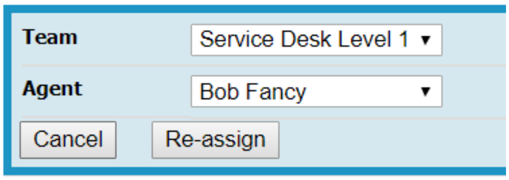
   If the incident is now resolved click on the Mark as resolved button at either the top or bottom right hand corners of the form.



Complete the Solution field with the actions taken to resolve the incident and then click the Mark as resolved button



If the incident needs to be re-assigned to another support agent or team leader click on the Re-assign button. Select the agent and click the Re-assign button.



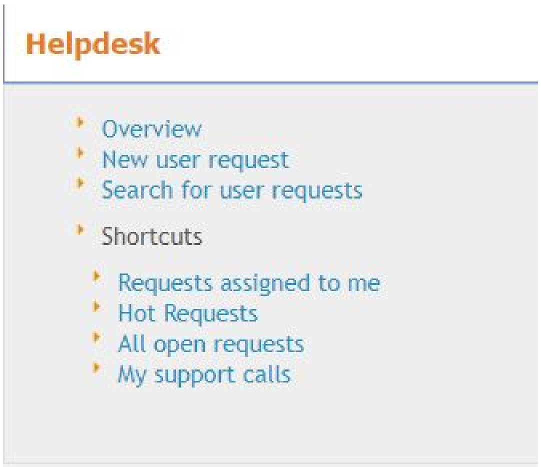
Adding, fulfilling, and closing Service Requests

The data shown entered is for example purposes only.

Add a new Service Request

To Add a new Service Request:

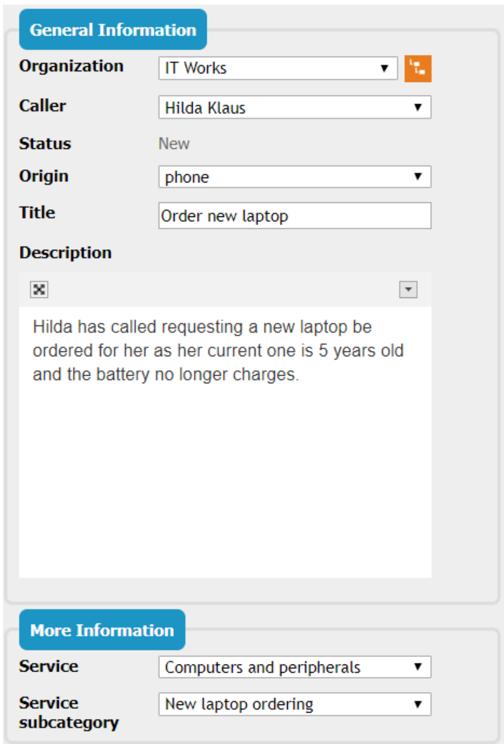
1. Click on Helpdesk in the navigation bar.
2. Click on the New user request link to open a new user request ticket.



3. In the General Information section of the form complete the following fields from the support call.

Note: for website requests please refer to <u>Appendix 2 – Website Hosting</u> for Information about services, costs, additional procedures and key contacts.

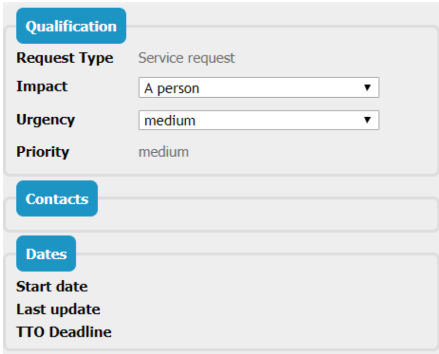
- Caller
- Origin
- Title
- Description
- Service
- Service subcategory



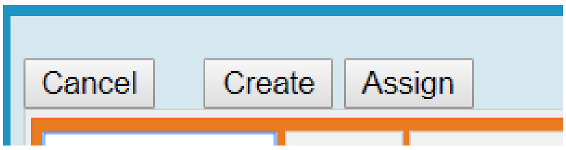
4. In the Qualification section of the form complete the following fields for the support call.

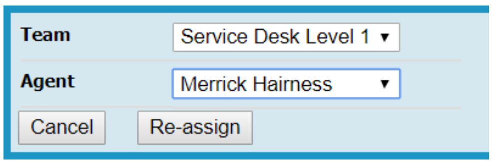
- Impact
- Urgency

[Refer to the Appendix 1 – Priority Response and Escalation Procedure to determine the correct priority.](#)



5. Click the Assign button in the top right hand corner of the form and choose the appropriate support agent to assign the incident to and click the Assign button again.

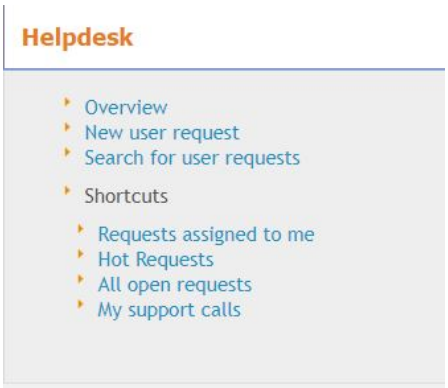




Fulfil and close Service Requests

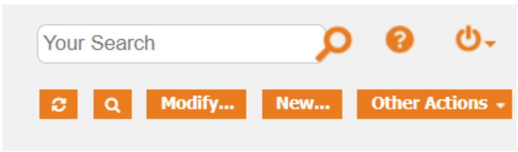
To resolve a Service Request:

1. Click on Helpdesk in the navigation bar.
2. Click on the Requests assigned to me link to show the list of requests assigned to you.

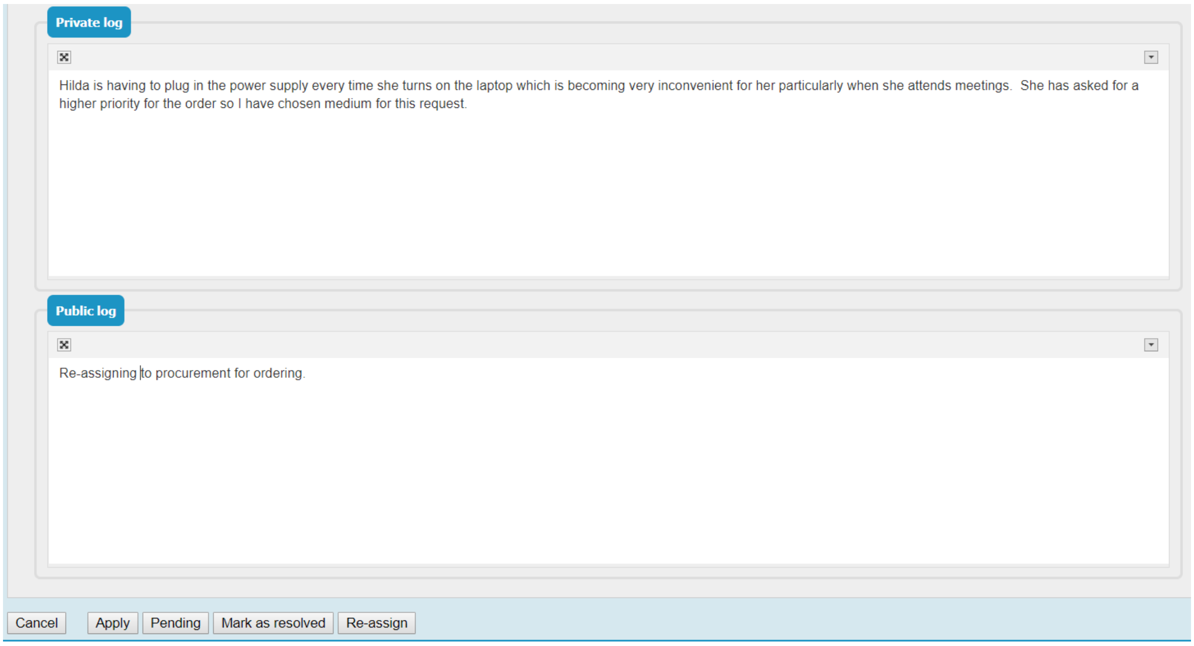


3. Click on the Request number link in the Request column to open the request.

   In the top right hand corner of the window click the Modify button

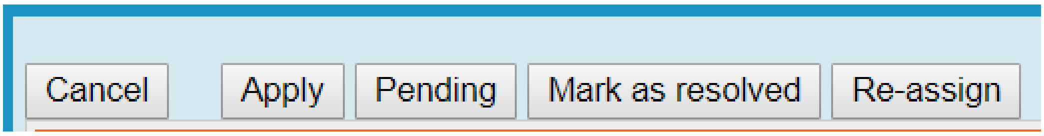


The ticket is now opened for you to add comments in the private and public logs. Use the Private Log for actions taken during the call for service agents only and the Public Log for actions and comments between the service agent and the client.

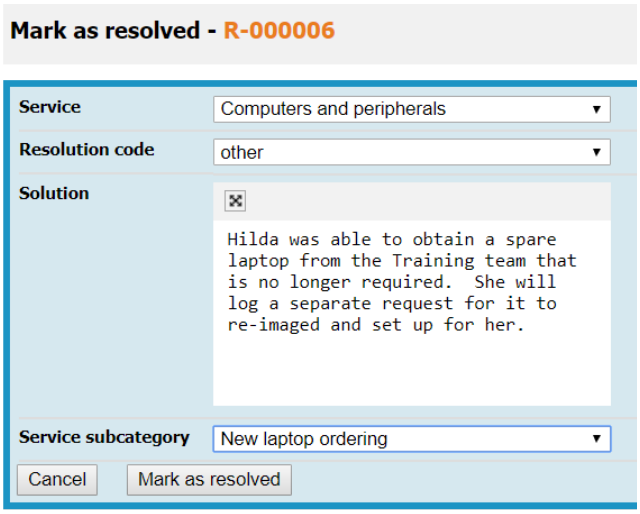


4. The service request can now be marked as resolved or re-assigned for escalation to another support agent.

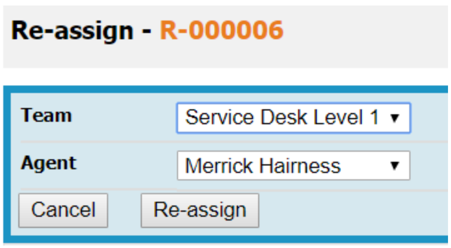
   If the service request is now resolved click on the Mark as resolved button at either the top or bottom right hand corners of the form.



Complete the Solution field with the actions taken to resolve the incident and then click the Mark as resolved button

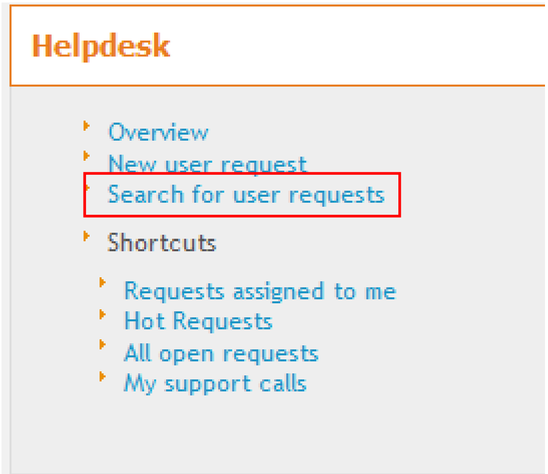


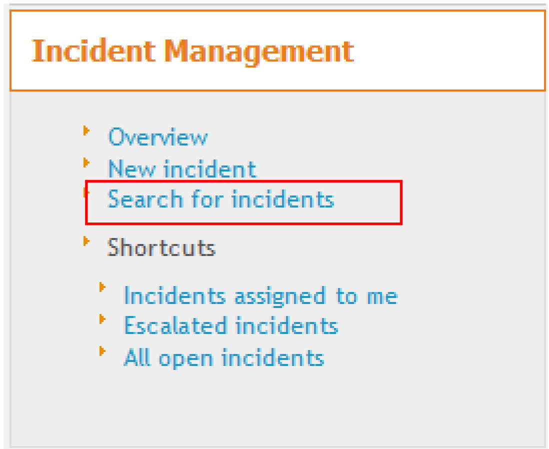
If the service request needs to be re-assigned to another support agent or team leader click on the Re-assign button. Select the agent and click the Re-assign button.



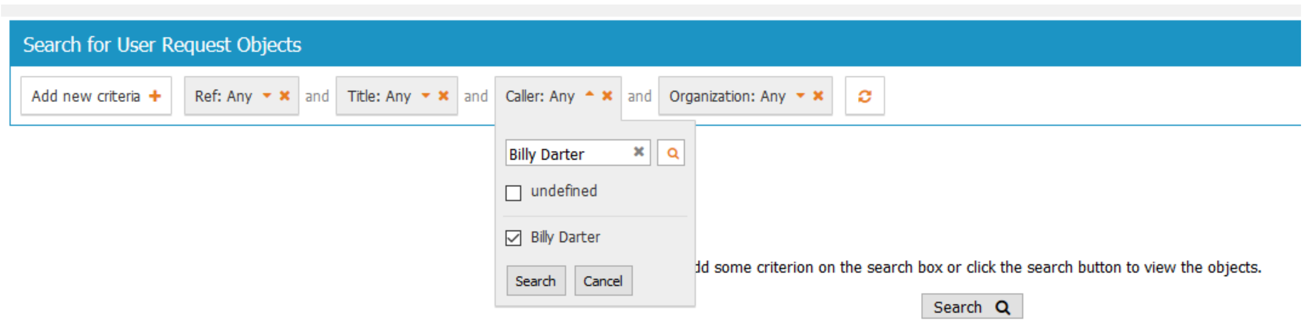
Search for Incident or Service Request

To search for an incident or service request in iTop click on the Search link located in either the Helpdesk or Incident Management menus.





Add your search requirements to assist you to find the incident or request you are looking for and click the Search button



Appendix 1 – Priority Response and Escalation Procedure

The following matrix provides the Priority levels, Response times and Target Resolution times.

Priority	Definition	Response times	Target Resolution time
1 – Critical	The loss of one or more critical components of a system resulting in a major impact on the Client's business. Typically a whole application, Operating System or server would be unavailable. The problem would have a high visibility to the Client and their business operations, with no work around possible.	15 minutes	80% in 4 hours
2 – High	The loss of one or more critical components of a system resulting in serious degradation of services to Client's business. Priority 2 incidents are usually characterised by: • The client cannot work as normal but a workaround is available • The client is not yet experiencing serious disruptions, however, there is a potential to do so if the request is not solved.	1 hour	80% in 1 NWD

Priority	Definition	Response times	Target Resolution time
3 – Medium	Minor impact on service delivery. A non-critical part of an application, Operating system or server is affected by the problem. The problem has a moderate visibility to the client and a low impact on their business operations. Normal incident calls fall into this category. This is the default priority level assigned to incidents and requests. Note: All calls logged by email automatically become Priority 3 or lower.	4 hours	80% in 4 NWD
4 – Low	Incident or request has little or no operational impact. Included in this area are requests for information and minor changes.	1 NWD	80% in 11 NWD

Priority Matrix

Urgency	Impact: Department	Impact: Service	Impact: Person
High	1 - Critical	2 - High	3 - Medium
Medium	2 - High	3 - Medium	3 - Medium
Low	4 - Low	4 - Low	4 - Low

Priority

The following matrix provides the escalation procedure for ticket resolution:

Priority	Time Limit Before Escalation	Escalated To
4 – Low	3 business days	Service Desk Manager
3 – Medium	4 hours If on call contact can not be reached during non-business hours If neither on call contact or their manager can not be reached during non-business hours 48 hours	Service Desk Manager Service Desk Manager Service Delivery Manger Service Delivery Manager
2 – High	2 hours If on call contact can not be reached during non-business hours If neither on call contact or their manager can not be reached during non-business hours 24 hours	Service Desk Manager Service Desk Manager Service Delivery Manager Service Delivery Manager
1 – Critical	Immediate If Service Desk Manager cannot be reached or a major incident is indicated	Service Desk Manager Service Delivery Manager
Third Party Escalation		
For escalation of third-party incidents use the escalation matrix as in the above table.		

Appendix 2 – Website Hosting

Procedure

1. All website requests must be assigned to the Website Development Manager in the first instance for re-assignment within the website development team.

2. All clients must be offered the following services prior to any website change request being resolved:
    - Backup to cloud storage
    - Web content accessibility compliance check
    - Website security test
    - Website security compliance ISO 27001 assurance

3. All clients are to be offered 20% discount on the cost of backup to cloud storage for the first twelve months.

Service	Pricing
Website development	$230 per hour
Website hosting	$140 per month
Website change requests • add web page – 5 hours • remove web page – 2 hours • add functionality – 3 hours • remove functionality – 2 hours	$200 per hour for the first hour, $50 per hour for any subsequent hours
Backup to cloud storage	$13.90 per month
Web content accessibility compliance check -	$200
Website security test	$500
Website security compliance ISO 27001 assurance	POA

Key contacts for website hosting services

John Wayout – Website Development Manager

Petra Singleton – Website Designer

Oscar Ridgely – Website Developer