



CheeseHead Hosting

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ITIL Processes

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Introduction

This document describes the ITIL processes we use in this project and where and how we use them. The processes used are as follows:

- Incident management
- Change/Problem management
- Knowledge management
- Capacity management

Processes

Incident Management

For incident management we make use of Jira service management. Jira service management allows us to receive problems and issues from users in the form of e-mail or via the API on the Cheesehead hosting website. From there support engineers can manage the status of the issue, reply to the client, link it to known issues etc. Support engineers are also able to escalate the problem when necessary.

Change/Problem Management

Like incident manager we use Jira service management for this. Jira service management has a specific part for creating change requests but also supports scheduling approved changes. Jira service management also supports reporting problems. When creating problems, you can provide a short summary of the problem and specify the resources causing or related to the problem and it allows you to specify the impact and urgency of the problem.

Knowledge Management

We also use Jira service management for knowledge management. Jira service management has a functionality that allows the service engineers to create articles. These articles can be used as a central location for information and solutions to common problems. Articles can be private and only be found within the service management environment or they can be made public and can be featured on the helpdesk customer page. Clients can use these articles to solve common issues without going through the trouble of contacting the service desk.

Capacity Management

For capacity management we use auto-scaling groups and ECS instances in our environment. These parts automatically scale depending on the current workload. This means that the infrastructure is always able to deliver the agreed service level targets. Auto scaling makes this also cost effective as it uses flexible resources based on what it needed saving the costs of a set infrastructure. We also make use of load balancers which distribute the traffic between our instances which also helps with saving resources and costs since traffic is not going to one single instance which could be overwhelming.