# VIP Priority Customizations

The following custom fields need to be added to the incident table:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Label | Type | | Purpose |
| u\_is\_mission\_related | Is Mission Related | Yes/No | Indicates whether the incident is mission-related. | |
| u\_vip\_priority | VIP Priority | Yes/No | Indicates whether the incident is handled with VIP Priority. | |

The “Is Mission Related” field is directly specified by the user. The “VIP Priority” is intended to reflect the VIP status of the caller at the time the incident was resolved, closed or canceled. Otherwise, the VIP Priority of all incidents get set to the same value as the VIP field in the caller’s user record.

## User VIP Status Changes

When the “VIP” field on a user record changes, the “VIP Priority” field on all open incidents for that should be updated according. Additionally, the “Priority” field on all open incidents will need to be recalculated.

## Lookup Matcher Rules

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Order | Impact | Urgency | Is Mission Related | VIP Priority | Incident Priority |
| 100 | 1 - High | 1 - High | True | True | **1 - Critical** |
| 200 | 1 - High | 1 - High | False | True | **1 - Critical** |
| 300 | 1 - High | 1 - High | True | False | **1 - Critical** |
| 400 | 1 - High | 2 - Medium | True | True | **1 - Critical** |
| 500 | 2 - Medium | 1 - High | True | True | **1 - Critical** |
| 600 | 1 - High | 1 - High | False | False | **2 - High** |
| 700 | 1 - High | 2 - Medium | False | True | **2 - High** |
| 800 | 1 - High | 2 - Medium | True | False | **2 - High** |
| 900 | 2 - Medium | 1 - High | False | True | **2 - High** |
| 1000 | 2 - Medium | 1 - High | True | False | **2 - High** |
| 1100 | 1 - High | 3 - Low | True | True | **2 - High** |
| 1200 | 2 - Medium | 2 - Medium | True | True | **2 - High** |
| 1300 | 3 - Low | 1 - High | True | True | **2 - High** |
| 1400 | 1 - High | 2 - Medium | False | False | **3 - Moderate** |
| 1500 | 2 - Medium | 1 - High | False | False | **3 - Moderate** |
| 1600 | 1 - High | 3 - Low | False | True | **3 - Moderate** |
| 1700 | 1 - High | 3 - Low | True | False | **3 - Moderate** |
| 1800 | 2 - Medium | 2 - Medium | False | True | **3 - Moderate** |
| 1900 | 2 - Medium | 2 - Medium | True | False | **3 - Moderate** |
| 2000 | 3 - Low | 1 - High | False | True | **3 - Moderate** |
| 2100 | 3 - Low | 1 - High | True | False | **3 - Moderate** |
| 2200 | 2 - Medium | 3 - Low | True | True | **3 - Moderate** |
| 2300 | 3 - Low | 2 - Medium | True | True | **3 - Moderate** |
| 2400 | 1 - High | 3 - Low | False | False | **4 - Low** |
| 2500 | 2 - Medium | 2 - Medium | False | False | **4 - Low** |
| 2600 | 3 - Low | 1 - High | False | False | **4 - Low** |
| 2700 | 2 - Medium | 3 - Low | False | True | **4 - Low** |
| 2800 | 2 - Medium | 3 - Low | True | False | **4 - Low** |
| 2900 | 3 - Low | 2 - Medium | False | True | **4 - Low** |
| 3000 | 3 - Low | 2 - Medium | True | False | **4 - Low** |
| 3100 | 3 - Low | 3 - Low | True | True | **4 - Low** |
| 3200 | 2 - Medium | 3 - Low | False | False | **5 - Planning** |
| 3300 | 3 - Low | 2 - Medium | False | False | **5 - Planning** |
| 3400 | 3 - Low | 3 - Low | False | True | **5 - Planning** |
| 3500 | 3 - Low | 3 - Low | True | False | **5 - Planning** |
| 3600 | 3 - Low | 3 - Low | False | False | **5 - Planning** |

## Incident Record Producer

The initial urgency and impact is calculated based upon questions the user answers:

Variable: u\_is\_mission\_related

Yes/No Question: Is this mission related?

Variable: productivity\_impact

Multiple Choice: What affect does this have on productivity?

* Unspecified / Unknown

1. Complete Work Stoppage
2. Partial Work Stoppage
3. Effects execution of time-sensitive activities
4. Currently using a work-around / alternate method to perform affected duties

Variable: users\_impacted

Multiple Choice: How widespread is this incident?

* Unspecified / Unknown

1. More than 100 people
2. 50 to 100 people
3. 10 to 49 people
4. Less than 10 people

### Urgency and Impact Calculation Pseudo-Code

The sum of productivity\_impact and users\_impacted are used to calculate the impact, and productivity\_impact is used to calculate the urgency (work stoppages are more urgent) with the values weighted according to whether it’s mission-related and whether the caller is VIP.

#### Initialize missing values:

* If users\_impacted not specified:
  + If productivity\_impact not specified:
    - If user is VIP, then productivity\_impact = users\_impacted = 2
    - Else if u\_is\_mission\_related is True, then productivity\_impact = users\_impacted = 3
    - Otherwise, productivity\_impact = users\_impacted = 4
  + Otherwise, users\_impacted = productivity\_impact
* Else if productivity\_impact is not specified, then productivity\_impact = users\_impacted

#### Calculate Incident Impact

* If user is VIP, then:
  + If u\_is\_mission\_related is True, then:  
    impact = Math.round((productivity\_impact + users\_impacted) / (11.0 / 3.0))
  + Else  
    impact = Math.round(((productivity\_impact + users\_impacted) \* **1.125**) / (11.0 / 3.0))
* Else if u\_is\_mission\_related is True, then:  
  impact = Math.round(((productivity\_impact + users\_impacted) \* **1.25**) / (11.0 / 3.0))
* Else  
  impact = Math.round(((productivity\_impact + users\_impacted) \* **1.37**) / (11.0 / 3.0))

#### Calculate Urgency

* If user is VIP, then:
  + If u\_is\_mission\_related is True, then:  
    urgency = Math.round((productivity\_impact + **1**) \* 0.35)
  + Else  
    urgency = Math.round((productivity\_impact + **2**) \* 0.35)
* Else if u\_is\_mission\_related is True, then:  
  urgency = Math.round((productivity\_impact + **3**) \* 0.35)
* Else  
  urgency = Math.round((productivity\_impact + **4**) \* 0.35)

# User Profile Compliance

The following phone number fields need to be added to or have the label changed in the user table:

|  |  |
| --- | --- |
| Name | Label |
| u\_red\_phone | Red Phone |
| u\_grey\_phone | Grey Phone |
| phone | Black Phone |
| u\_rank | Rank |

## Conformity Assertion

User records should have both the Building and Department fields filled out. Additionally, the user must fill out at least one of the following fields: Red Phone; Grey Phone; Black Phone.

## Initial Login Profile Validation

When a user begins their first session for the day, their profile should be checked for compliance. A session cookie or browser local storage could be used to ensure that this does not happen more than once per day. If their profile is non-compliant, then a modal warning popup needs to be displayed which they must acknowledge. Once they acknowledge the warning, they should be automatically redirected to their user record.

## User Edit Form Validation

For the Self Service and Service Portal Views, the following fields should be mandatory:

* Building
* Department
* First Name
* Last Name
* Email

Custom client-side validation needs to be added to ensure that they have at least specified either the Red Phone, Grey Phone or Black Phone.

## Field Permissions

All authenticated users should be able to modify the following fields in their own user profile:

* First Name
* Last Name
* Rank
* Title
* Gender
* Department
* Building
* Manager
* Red Phone
* Grey Phone
* Black Phone
* Mobile Phone
* Home Phone

For the non-ITIL users, the User ID, Email and VIP fields should be read-only.

### Service Catalog Requestor and Incident Caller Profile Validation

When the “Requested For” field of a Request or the “Caller” field of an Incident is changed or assigned, the following should occur if the “Caller”/“Requested For” user record is non-compliant:

* Allow request to be submitted, anyway.
* Display popup message which informs the user that the request was submitted/modified, but that user record is non-compliant and may cause unnecessary fulfillment delay. The popup message should also contain a link that points directly to the user form.
* If the current user is different from the “Caller”/“Requested For”, then an event should be queued which will send a notification to the “Caller”/“Requested For” which informs them that a request/incident was submitted on their behalf and they should provide the missing information to avoid unnecessary delay in the request fulfillment.

# Other Behaviors

## Request Item Assignment

When request items are submitted the assignment group should be populated with the fulfillment group of the associated catalog item.