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| graphic | **Major Incident Management**  **Questionnaire**  (MIM Onboarding Template v1.1) |
| **Project ID:** |  |
| **Project Description:** |  |
| **Service:** | Hosting / ENS / EUS / Support |
| **Service Attribute:** | (refer to the [service catalogue](http://webcenter.us.oracle.com/webcenter/faces/owResource.jspx?z=oracle.webcenter.doclib%21sd71b8251_86d9_440a_8ee4_59336c28beb4%21UCM%2523dDocName%253AWIR_IDC-299953%21%21Global%2BIT%2BServices%2BWiki) and/or PIRT) |
| **Application Name:** | VOX |
| **Project Manager:** | Asheema Watal, asheema.watal@oracle.com |
| **Customer:** | LOB: OIT  Business POC: Amanda Boyd, Nelson De Young, Sharon Joseph, Joseph Bianco  Technical POC: Leodwin Livero |
| **Document Type:** | Major Incident Onboarding Template |
| **Document Status:** | Draft / Final |
| **Version Number:** | 0.1 |
| **Last Updated:** | YYYY-MM-DD |
| **Effective Date:** | YYYY-MM-DD |
| **Transition Lead:** | First Name Last Name, Email Address |
| **Data Classification:** | Oracle Internal Restricted / Highly Restricted |
|  |  |

INSTRUCTIONS: Complete this questionnaire and submit to the Major Incident Managagement contact Brad Willoughby.

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# Major Incident Management Questionnaire

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| **Required Information** | **Details** | **Instructions** |
| Who are the Users? | Internal | *Internal / External / Both* |
| Name of the application | VOXDash | *Specify name of the application. This typically refers to the EAS/iTAS name* |
| Data Center details | adc | *Where is this app hosted? E.g. ADC/HDVZ etc.*  *This helps to identify if the app is impacted if another incident is impacting the DC hosting the app.*  *Please also specify the Quadrant/Zone in which the app is hosted so that health-checks can be more efficient* |
| GIT Service Catalog |  | *Please specify the Service and Service Attribute this relates to in the GIT Service Catalog (N/A if not a GIT service)* |
| GIT Owned Application? | NA | *Does GIT Own this application (support/development)* |
| GIT Hosted Application? | Yes | *Does GIT host this application* |
| **Impact Information** |  |  |
| Key Location / Geographies impacted | Global | *Is the impact of application unavailability restricted to a particular location/region or is it Global?* |
| Number of users impacted |  | *Number of users impacted*  *On an average, how many users are truly impacted when the application is unavailable? Does it depend on e.g. Fiscal Quarter or Timezone?* |
| Who are the users impacted | VOXDash – Executive dashboard users  VOX portal – MOS portal home page will be inaccessible | *Are the impacted users Internal to Oracle or External, or a combination of both* |
| Describe the impact |  | *What would users experience if this app is down ..*  *e.g. If MyDevice/MDM is down, users will not be able to enroll or wipe their devices which means risk of data loss and employee productivity* |
| Support Group who can assist | #oit-app-purple | *Please specify which resolving group(s) can assist during incidents* |
| POC for the group | #oit-app-purple | *Please provide a single point of contact for that group. Preferably a chat room or hotline* |
| **Incident Criticality** |  |  |
| Criticality Level | Highly Critical | *What do you consider the the default Criticality level? i.e. Highly Critical, Critical, Priority, Required, Deferrable (Refer Criticality Levels table below)* |
| Uplevel Criticality | Yes | *If unavailability of the application is not considered Major Incident , does it have potential to become a Major if not restored soon for Highly-Critical, Critical and Priority levels* |
| Time threshold when it becomes L1 | >1 hour | *If it can become a Major Incident based on time, what time threshold can you permit before it can be declared Major E.g. MyDevice/MDM is L0 for 2 hours and after which, it is declared and processed as an L1 incident* |
| Comments |  | *Any other relevant info you can provide to validate the criticality of this application not covered in any of the previous columns* |
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# Impact Definitions:

These definitions will be referenced by the MIM team at the first indication of an incident to determine appropriate handling.

Instructions:

1. Read the generic definition and then the two examples.
2. Provide definitions specific to this service offering that are consistent with the generic definition and the examples.

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|  | No Impact | Low Impact | Medium Impact | High Impact | Catastrophic Impact |
| Generic Definition | (redundancy active or workaround available / no active users / preventative incident) | (partial site/service; no financial impact to customers and/or Oracle) | (single site/service; possible financial impact to non-critical customers and/or Oracle) | (multiple sites/services; possible widespread financial impact to customers and/or Oracle) | (all operations cease; possible financial impact to all customers and/or Oracle) |
| Example 1. GCCA | GCCA issues reported, with no known end user/business impact | GCCA partially unavailable in few regions, with workaround available and minimal business impact | GCCA partially unavailable, with no work-around available and considerable business impact | GCCA currently unavailable impacting users globally | Critical failure or damage to GCCA Infrastructure hosted in Data Center (ADC). Physical damage, BCP procedures required for DR. |
| Example 2. Tier 1 Office Site Disruption | Monitoring alerts, no impact to data or voice services or a workaround is available | Data/Voice connection issues reported in a single or few floors of a Tier 1 Office | Data/Voice unavailable at a single Tier 1 Office | Data/Voice unavailable at multiple sites or a Tier 1 Office hosting Critical services | Critical failure or damage to Tier 1 Office, full site down or unreachable. Physical damage, BCP procedures required for DR. |
| Application issue | Performance slowness | 1 Manage server down | Intermittent application issue | Application down | Server down |

# Contact and Instructions:

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| **What** | | **Who to Contact** | | | **How to Contact** |
| **Service** | **Region /**  **Sub-Category** | **Contacts** | **Escalation** | | **Instructions**  *If there is a service interruption what should the MIM team do to reach the contacts person/s* |
|  |  | ***(What channel? I.e., Chat/MyHelp/Distribution List)*** | **Name *(Include region and location, if relevant)*** | **Contact Info *(i.e., email/phone)*** |  |
| Application Name: OIT | APAC | **DL:** pdit-ss-dba-ana\_grp@oracle.com  **Chat:** #oit-app-purple  **MyHelp Category:** Group Applications | Primary: Leodwin Livero  LOC: IND  Secondary: Revathi  LO  C: IND | 8884588447  Leodwin.livero@oracle.com  91-9900388066 (cell) revathisharmila.ganapathy@oracle.com |  |
| Application Name: OIT | EMEA | **DL:** pdit-ss-dba-ana\_grp@oracle.com  **Chat:** #oit-app-purple  **MyHelp Category:** Group Applications | Primary:  Simon Kwong | simon.kwong@oracle.com |  |
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# Criticality Definitions

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| Highly Critical | Business processes or services which are critical to Oracle's ability to function on a continuous basis, or in which the loss will result in significant lost revenue – and that must be restored with the first hour of failure. |
| Critical | Business processes or services which are critical to Oracle's ability to function on a continuous basis, or in which the loss will result in significant lost revenue – and that must be restored with the first 24 hours of failure. |
| Priority | Business processes or services provided to Oracle that the company can function without for short periods of time. This may include data that is used in standard business processes and represents a significant investment of the company's resources that would be very difficult to re-coop or data that must be reserved for legal reasons. RTO = 25 to 48 hours. |
| Required | Business processes or services provided to Oracle used in everyday operations with alternative sources available in case of loss, or business services that can be reconstructed relatively easily. RTO = 49 to 72 hours. |
| Deferrable | Business processes or services provided to Oracle that can be reconstructed with minimum cost and are readily available from multiple sources. RTO > 72 hours |

## Approval and Acceptance

In the table below specify the points of contact that need to approve the information provided in this document. The business, project and support points of contacts are an appropriate starting point.

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| --- | --- | --- | --- | --- |
| **Approver Name** | **Approver Title** | **Organization** | **Approve**  **(Y/N)** | **Comments** |
| Business POC |  |  |  |  |
| Project POC |  |  |  |  |
| Support POC |  |  |  |  |
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## Document Control

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| **Date** | **Version** | **Updated by** | **Description** |
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