

# Process

Category: ITSM

Sub-category: Incident Management

## IT-OP-YYYY: Major Incident Handling - DETAILED

Primary process

### Description:

This is the top-level Major Incident Handling Process. Refer to attached diagrams for application elements [TODO]. The main steps of this process are completed in ServiceNow.

### Scope:

Incident Managers

### Process Details

1. Start process.
2. Receive hot hand-off from Service Desk (SD), Network Operations Centre (NOC) or Call Centre (CC) (email, IM or phone etc.) ..... ☐
  - Likely to come from mentions in the Teams Ops channel
3. Locate ticket in ServiceNow..... ☐
  - If no ticket, Mi cannot be called – refer to instigator.
4. Verify triage criteria have been met in order to decide on escalation to P1 or P2 (major incident)..... ☐
  - If not, refer to Service Desk for completion before continuing.
5. Confirm **Location** has been set..... ☐
6. Check **Short Description** is descriptive (it will be used on comms) ..... ☐
  - Avoid all caps and abbreviations without explanation on first use.
  - If edited, right click in grey top bar and select **Save**
7. Create a Teams channel for the incident – [PROCESS]..... ☐  
*For **Security-related incidents** comms are handled separately – skip to step 28..*
8. Scroll to bottom of Incident page in ServiceNow ..... ☐
9. Select **Major Incident Groups** tab ..... ☐
10. Locate **Command Center On call Roster** group..... ☐
11. Click twice to the right of **Not required**..... ☐
12. Change option to **Required**..... ☐
13. Click the green tick to save the change..... ☐
14. Add additional groups ..... ☐
  - As guided or as suggested by ongoing incident emails
15. Select **Major Incident Stakeholders** tab..... ☐
16. Select required groups..... ☐
  - Typical: **TCS Management Stakeholders, Executive Leadership Stakeholders, Major Incident Manager Stakeholders**
17. Select ≡ (top left burger menu) and **Save** the ticket details ..... ☐
18. Instruct the Service Desk (via the Teams channel/voice call) to post a front-end message and setup an IVR recording (if appropriate)..... ☐
19. Select **View Workbench** (upper right) ..... ☐
20. Select **Communications** view (top left)..... ☐

Continued...

### Synonyms:

INCIDENT

TOPIC

TOPIC

TOPIC

TOPIC

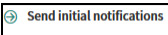



TOPIC

TOPIC

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<p>21. Select <b>Send initial notifications</b> menu (three dots)   ..... <input type="checkbox"/></p> <p>– <b>IMPORTANT:</b> Select this option from the <b>Business Communication</b> section of the page</p> <p>22. Select <b>View Form</b> ..... <input type="checkbox"/></p> <p>23. Select  (top right)...then...<b>Email</b> ..... <input type="checkbox"/></p> <p>24. Compose Email (ServiceNow) [PROCESS] ..... <input type="checkbox"/></p> <p>– If pasting from a template, only paste plain text</p> <p>– DO NOT USE the pre-populated template (includes a line in CAPS)</p>	INCIDENT
<p>25. Add CC: <b>DL-MajorIncidentManagement@company.com</b> ..... <input type="checkbox"/></p> <p>26. Paste a copy of the email text to the incident channel ..... <input type="checkbox"/></p> <p>27. Send the email ..... <input type="checkbox"/></p> <p>– Green button top right</p> <p>28. Note the time stated for the next update so it can be scheduled and takes place ..... <input type="checkbox"/></p>	TOPIC
<p>29. Continue with Incident Management (ServiceNow, Teams etc.) ..... <input type="checkbox"/></p> <p>– Teams conversations should be electronically recorded by the primary Incident Manager</p> <p>– The Operations Centre (OC) or Service desk can help to call other stakeholders into the meeting</p> <p>30. Observe the required update communications requirements ..... <input type="checkbox"/></p> <p>– Regular Check-in meetings created via Outlook/Teams</p> <p>– Updates posted in the Teams incident channel created for the INC ticket</p> <p>– Short updates in the <i>General...Operations</i> Teams channel</p> <p>– Management of comms in ServiceNow (Compose Email (ServiceNow))</p> <p>– Updates in the ticket work notes</p>	TOPIC
<p>31. Reach the point where the Incident has been resolved ..... <input type="checkbox"/></p> <p>– By the assigned person (in ServiceNow) or the Service Desk</p> <p>32. Confirm with Service Desk whether the front-end message and IVR can be removed at this time ..... <input type="checkbox"/></p> <p>– Or revisit later if circumstances require a period of monitoring – schedule a review if needed.</p> <p>33. Return to the incident view page in ServiceNow ..... <input type="checkbox"/></p>	TOPIC
<p>34. Select <b>Create Problem</b> from top left burger menu  [PROCESS] ..... <input type="checkbox"/></p> <p>35. Confirm that mandatory details at top of ticket are completed (sync with incident details as needed) ... <input type="checkbox"/></p> <p>36. Right click the top grey bar and <b>Save</b> the problem details ..... <input type="checkbox"/></p> <p>37. Send a Resolution Email ..... <input type="checkbox"/></p> <p>– If a Notice of Past Event (NOPE) message has not been sent in step 24..</p> <p>– The resolution email should include a reference to the Problem ticket created in step 34..</p>	TOPIC
<p>38. Post a copy of the resolution email text in the Teams incident channel created earlier ..... <input type="checkbox"/></p> <p>39. Post a copy of the resolution email text in the <i>General...Operations</i> Teams channel ..... <input type="checkbox"/></p> <p>40. Edit the name of the INCIDENT channel to start with (C) to indicate the incident is closed ..... <input type="checkbox"/></p> <p>41. Add (create) a Teams channel for the Problem in the <i>ITSM Problem Management</i> Group ..... <input type="checkbox"/></p> <p>42. Paste the URL of the INCIDENT channel into the PROBLEM channel ..... <input type="checkbox"/></p> <p>43. Paste the URL of the PROBLEM channel into the INCIDENT channel ..... <input type="checkbox"/></p> <p>44. Paste the URL of the PROBLEM channel into the problem ticket as a work note. .... <input type="checkbox"/></p>	TOPIC
<p>45. Complete a Major Incident report (if required) ..... <input type="checkbox"/></p> <p><b>46. End of process.</b></p> <p>Reference: <a href="https://company.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsysparm_article%3DKB0011646">https://company.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsysparm_article%3DKB0011646</a></p>	TOPIC