GSD. Major Incident - Major Incident Handling

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General Information:

Possible symptoms/errors:

Major Incident HandlingOutages

Alternative names of the system:

MIMMIMajor Incident

IMPORTANT NOTICE:

N/A

Solution:

Introduction:

Major Incidents cause serious interruptions of business activities. Usually leads to many incidents.

Once declared, every Major Incident is owned and maintained by the Major Incident Management upon being reported to them by the Service Desk.

Description:

Each critical or significant Incident ticket logged by the Service Desk should be immediately passed for the attention of Capgemini Major Incident Management team for investigation and resolution. Hence, the Service Desk is obliged to inform the Major Incident Management team via phone about any such Incident, as soon as it has been reported, to ensure prompt handling and resolution of the critical situation.

Incident tickets, which are to be escalated to the Major Incident Management, must contain all the information required by the High Priority ticket template.

Major Incident Management team will check all details in the Incidents and decide about further actions upon investigation.

Open an Outage whenever one of the requirements below are met:

Whole or an important part of a service is not available and processes important or critical to the business operations cannot be used or are materially affected by an Incident.Loss of the facility, essential supporting infrastructures - power grids, telephone switching centers, microwave towers.It is very likely that business relations between the Business Partners and their customers will be disrupted.May not be Severity Level 1 in nature but if not resolved quickly, could result in a Severity Level 1 issue.Affects a large group of the End User community or a critical process is not functioning.

Fresenius Outage priorities:

High (1)

All users in a corporate unit or region are impacted; legal or major financial impact; Defined company critical service is impacted

Productivity is totally blocked; No workaround exists

Medium (2)

Multiple users in corporate unit or region are impacted; Business-critical Services are significantly impacted but not yet a MI

Productivity is partially blocked; Significant service disruption

Impact

High 1

Medium 2

Low 3

High (1)

1

2

3

Medium (2)

2

3

4

Low (3)

3

4

5

Priority "5 –Only Planning" e.g., for development/test systems affected.

Contact channels

Due to the sole nature of High Priority incidents, any potential Major Incident must always be reported to the Service Desk via phone or chat.

Step

Description

Owner

Recognize potential Major Incident

Service Desk will gather details concerning any Incident from the End User. If, based on these details and calculated priority, the Incident ticket is recognized as a potential Major Incident, then Major Incident Manager should be consulted to verify if there is a need to involve Major Incident Management team for further investigation and resolution. As initial prioritization is in scope of Service Desk, the

agent logging a potential Major Incident will set the priority to P1, based on the impact of the incident.

Note, the Major Incident Management team should be informed about any potential Major Incident via a phone call and email. As in case of Major Incidents response time is a crucial factor, it is imperative that the Service Desk contacts Major Incident Management team as soon as the potential Major Incident has been raised. Contact will be done on the phone number

+91 2267 802 355. Backup numbers and escalation points can be found below. Contractual agreements as to response time may apply here.

Service Desk

Escalate a potential Major Incident

Major Incident Management process starts whenever Major Incident Management team receives a phone call from the Service Desk informing of a new potential Major Incident ticket.

The Service Desk must ensure they have included in the 'Work Notes' field: the time when the Major Incident Manager was contacted and how (exact phone number, email), as well as what was agreed during the conversation.

To avoid miscommunication, Service Desk is obliged to send an additional email to the MIM Team. The email will include issue details copied from the ticket; name of affected User, User contact details, issue description, priority, assignment group. Email subject will include client name, ticket short description and ticket number. Service Desk will include in Carbon Copy of the e-mail Global Service Desk Service Managers (Ralph Jastrzembski and Wiebke Schueler-Bredt) and Ravindra Singh Saun (ravindra.singh-saun@capgemini.com), Carsten Strache, (carsten.strache@capgemini.com) for all proposed major incidents and P2s.

Service Desk

Next steps / assessing the impact and situation

The Major Incident Manager will decide if the Incident reported meets the Major Incident criteria. Upon contacting MIM, Service Desk will follow the guidelines provided by the Major Incident Manager in terms of ticket's priority and assignment.

Capgemini MIM Team will involve all needed Stakeholders, based on the Escalation Matrix, into the Major Incident Management Process.

MIM

3a.

Incident does not meet Major Incident criteria

If Major Incident Manager decides that the ticket is not a Major Incident, such information will be included in the ticket. The priority of the ticket will be downgraded, and the Incident will be then progressed as a regular Incident ticket.

If such an Incident was already assigned to the Resolver Group queue it will not be reassigned. Service Desk will adjust the Incident classification, if needed, and ensure the Resolver Group is aware of a new Incident in their queue.

Service Desk will adjust the Incident classification, if needed, and ensure the proper assignment.

Service Desk