# ITIL: SDLC

Service Design

Service Transition

**Service Operation: Support Team**

**SOC: Service Operation Center**

**NOC: Network Operation Center**

**→ Incident Management ( Alerts/ Issues / Abnormalities)**

**Money shortage: Friend + Friend + Friend + Friend**

**Temporary Solutions**

**→ Problem Management:**

**Permanent Solution**

**→ Incident Management ( Alerts/ Issues / Abnormalities) → Monitoring Tools**

**12:30 Alert: DB Connectivity lost for DB3 → 40% BI → INC0000523**

**(Ticket + Classification + Priority + Assign + Troubleshoot + Resolve + Close) → DB Team → 12:40**

**12:50 Alert: DB Connectivity lost for DB3 → 40% BI → INC0000529**

**(Ticket + Classification + Priority + Assign + Troubleshoot + Resolve + Close) → DB Team**

**1:20 Alert: DB Connectivity lost for DB3 → 40% BI → INC0000532**

**(Ticket + Classification + Priority + Assign + Troubleshoot + Resolve + Close) → DB Team**

**1:50 Alert: DB Connectivity lost for DB3→ 40% BI → INC0000534**

**(Ticket + Classification + Priority + Assign + Troubleshoot + Resolve + Close) → DB Team**

**2:30 Alert: DB Connectivity lost for DB3→ 40% BI → INC0000539**

**(Ticket + Classification + Priority + Assign + Troubleshoot + Resolve + Close) → DB Team**

**Temporary Solutions**

**Problem Management: PROBLEM**

**INC0000539 ⇒ (INC0000539 + INC0000539 + INC0000539 + INC0000539 + INC0000539 )**

**Change Request :Change has to be implemented: handling capacity: value change (128KB → 512KB) → DB L2 → Permanent Solution**

### Problem Detection → (incidents)

### Problem Logging → creating a servicenow ticket

### Investigation and Diagnosis

### Workaround : Change implement → permanent Solution

### Resolution

1. Clouser

**→ P2 Incidents (repeating) → CAB Call (Change Advisory Board Call)(Last week happened incidents review) → (Change Request) → Documenting**

**→ All change requests: Monthly Change Window (MCW) Scheduled time (6:00 AM to 12:30 PM Second Sunday)**

**Continuous Improvement Service: Feedback →**