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| ***P700S - OT Incident Management & Request Fulfillment - User Guide***  ***Version 0.81*** | | | | |
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| March 24, 2019 | | | | |
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| Service Request Process Guide | | IRISTEL | | | |
| OMNITRACKER ITSM Center Overview | | OMNINET | | | |
| ITIL® Service Operation | | ITIL® Book Reference | | | |

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# Overview

This document describes actions required for incident management and request fulfillment ITIL processes. Part of service operations, Incident Management aims to restore a normal service operation as quickly as possible and to minimize the impact on business operations. Request Fulfillment aims to fulfill service requests like requests to change a password or requests for a bridge conference.

## Transition

This section defines how we will manage old tickets versus new tickets once Omnitracker[[1]](#footnote-1) goes live (Ticket = Incident or Service Request).

All cases are summarized in the table below:

* Before and after the go live
* Old (existing) tickets and new ones

o Old: tickets already created or logged before the go live.

o New: tickets created and logged after the go live.





## Incident Resolution

### Activity Diagram

A screenshot of a cell phone

Description automatically generated

### Work processes & roles

|  |  |  |
| --- | --- | --- |
| **Section** | **Work process** | **Role** |
| 2.1.1 | Detecting and reporting incident | Employee |
| 2.1.2 | Logging and classifying | Support Level 1 (CC, PROVISONING, NOC, LNP, DID Ordering…) |
| 2.1.3 | Initial diagnosis and resolution | Support Level 1 (CC, PROVISONING, NOC, LNP, DID Ordering…) |
| 2.1.4 | Investigating and resolving | Support Level 2 & 3 (Network, Dev…) |
| 2.1.5 | Hierarchic escalation | * Support Level 1, 2, 3 * Team leads * Directors * VPs |
| 2.1.6 | Monitoring and coordinating | * Incident coordinator (Team Leaders) * Incident Process Manager * Major Incident coordinator |

## Service Request

### Activity Diagram

A screenshot of a cell phone

Description automatically generated

### Work processes & roles

|  |  |  |
| --- | --- | --- |
| **Section** | **Work process** | **Role** |
| 2.2.1 | Submitting & Approving request | Employee |
| 2.2.2 | Logging and classifying | Support Level 1 (CC, PROVISONING, NOC, LNP, DID Ordering…)  Support Level 2 & 3 (Network, Dev…) |
| 2.2.3 | Fulfilling Request | Support Level 1 (CC, PROVISONING, NOC, LNP, DID Ordering…)  Support Level 2 & 3 (Network, Dev…) |
| 2.2.4 | Monitoring and coordinating | * Request coordinator (Team Leaders) * Request Process Manager |

# Work Processes

## Incident Management

### Work Process: Detecting and reporting incident

|  |  |
| --- | --- |
| Unit Task | Detecting and reporting incident |
| Description | This work process describes how IRISTEL employee reports incidents to Iristel support teams. Iristel support teams will validate if it should be considered an incident or not. |
| Roles | Employee |
| Trigger | Employee detects an incident and reports it by using the self-service portal (SSP) |
| Input | Incident information: description, affected and reporting person, affected system, etc. |
| Output/Result | * Success: Incident is detected and reported * Failure: Incident is not reported: Call system administrator |
| Completion criteria | * Incident is detected and reported * Next step Logging & Classification is triggered |
| Dynamic | 1. Login to SSP <https://ssp.iristel.com>      1. Click on “Log an issue”      1. Create a ticket by specifying the affected service (if known)        1. Provide a description and attachment for the incident      1. Display user’s ticket list by clicking on My Ticket/Order |

### Work Process: Logging and classifying

|  |  |
| --- | --- |
| Unit Task | Logging and classifying |
| Description | This work process describes how to collect, to record and to classify request to enable efficient and effective resolution.  Incident classification consists on categorizing the incidents based on a set of commonly understood categories (based on services) then on prioritizing them according to given criteria (impact and urgency) |
| Roles | Support Level 1 (CC, PROVISONING, NOC, LNP, DID Ordering…) |
| Trigger | * Level 1 aims to complete incident logging and classifying after detecting and reporting incidents work processes executed * Direct call to the Support level 1 (Not recommended) |
| Input | * Reporting the issue and specifying the affected user * Meaningful "Description" about the incident provided by the reporting user/system. * Impact/Urgency Table * List of affected services and related categories |
| Output/Result | * Success: Incident logged and classified, and a confirmation is sent to the user reporting the incident/and affected user * Failure: Incident is rejected, or a request is created instead (when it deals with a request and not an incident). |
| Completion criteria | * Incident logged and classified * Confirmation is sent to the user placing the incident * Next step: Initial Diagnosis & resolution or Investigating & Resolving is triggered |
| Dynamic | 1. Login in the web portal <https://otwp.iristel.com>      1. Search the ticket by using its number      1. Provide a category for the ticket |

### Work Process: Initial Diagnosis and Resolution

|  |  |
| --- | --- |
| Unit Task | Initial diagnosis and resolution |
| Description | This work process describes how the Support Level 1 should carry out initial diagnosis, to try to discover the full symptoms of the incident and to determine exactly what has gone wrong and how to correct it. It is at this stage that diagnostic scripts and known error information can be most valuable in allowing earlier and accurate diagnosis (will be implemented in knowledge management process).  The purpose of this procedure is to:   * Assess the incident details to find a solution to restore service operation * To determine whether the incident can be resolved right away or needs to be escalated. If this is the case, escalate the incident to specialized support teams or to higher levels of authority if needed |
| Roles | Support Level 1 (CC, PROVISONING, NOC, LNP, DID Ordering…) |
| Trigger | * Logged and classified Incident Assignment |
| Input | * Incident Records (logged and classified) * Escalation information * Knowledge database or information * Partner list |
| Output/Result | * Success:   + Documented Resolution or Workaround   + Updated Incident Record * Failure: initial diagnosis is not performed |
| Completion criteria | * Resolved incident and trigger incident closure * Functional escalation and trigger Investigation & Diagnosis & Resolution * Hierarchic escalation |
| Dynamic | 1. Login in the web portal <https://otwp.iristel.com>      1. Search the ticket by using its number      1. Choose the default view and select the Main ticket      1. Change the status from the dropdown list      1. Select the closure code from the list and provide a description for the solution |

### Work Process: Investigating & Resolving

|  |  |
| --- | --- |
| Unit Task | Investigating and resolving |
| Description | This work process describes how the support level 2&3 should analyze and investigate incidents by the appropriate support group. Support group involved will investigate and diagnose what has gone wrong – and all such activities (including details of any actions taken to try to resolve or re-create the incident) should be fully documented in the incident record so that a complete historical record of all activities is maintained at all times.  The investigation can include actions such as:  - Establishing exactly what has gone wrong or what is being sought by the user  - Identifying any event that could have triggered the incident  - Understanding the chronological order of events  - If applicable, searching incident/problem records and/or known error databases (KEDBs) or manufacturers’/suppliers’ error logs or knowledge database. |
| Roles | Support Level 2 & 3 (Network, Dev…) |
| Trigger | * Logged and classified Incident Assignment * Incident escalated by Support Level 1 |
| Input | * Incident Records (logged, classified and initial diagnosis is performed) * Escalation information * Partner list |
| Output/Result | * Resolved incident * Hierarchic escalation * Incident monitoring & coordination |
| Completion criteria | * Documented Resolution or Workaround * Updated Incident Record |
| Dynamic | 1. Login in the web portal <https://otwp.iristel.com>      1. Search the ticket by using its number      1. Choose the default view and select the Main ticket      1. Change the status from the dropdown list      1. Select the closure code from the list and provide a description for the solution |

### Work Process: Hierarchic Escalation

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| --- | --- |
| Unit Task | Investigating and resolving |
| Description | This work process describes hierarchic escalation. If incidents are of a major nature (for example High Priority incidents), the appropriate managers must be notified, for informational purposes, at least. Hierarchic escalation is also used if the other Investigation and Diagnosis steps are taking too long or proving too difficult. Hierarchic escalation should continue up the management chain so that senior managers are aware and can be prepared and take any necessary action, such as allocating additional resources or involving suppliers/maintainers, etc. |
| Roles | * Level 1, 2, 3 * Team leads * Directors * VPs |
| Trigger | * Major incident * Too long diagnosis or resolution |
| Input | * Hierarchical escalation required |
| Output/Result | * Success: Incident solved and closed. * Failure: Incident rejected or ignored. |
| Completion criteria | * Documented Resolution * Updated Incident Record * Incident solved and closed after Hierarchical escalation |
| Dynamic | Incident status and solution must be updated by using the same dynamic as Resolution (See sections 2.1.3 & 2.1.4) |

### Work Process: Monitoring & Coordinating

|  |  |
| --- | --- |
| Unit Task | Monitoring & coordinating |
| Description | The purpose of this work process is to monitor and to track incident lifecycle and resolution in order to enable the different stakeholders to solve incidents efficiently. |
| Roles | * Incident coordinator (Team Leaders) * Incident Process Manager * Major Incident coordinator |
| Trigger | Incident coordination according to its status and SLA:   * Unassigned incident * Violated SLA * Solved incident * Potential major incident * Weekly monitoring * Planned or on demand reporting required |
| Input | * Incident has been created and not been closed or aborted |
| Output/Result | Incident resolution monitored and coordinated |
| Completion criteria | All work processes needed for an incident are performed correctly |
| Dynamic | 1. Login to the Web Portal <https://otwp.iristel.com>      1. Select the Default view and select the Main ticket      1. Select the filter from the list  * Open main ticket (Group): assigned incident/request to my group * Open main ticket (Responsible): assigned incident/request to me * Unassigned main ticket (Group): unassigned incident/request to a person in my group * Unassigned main ticket: unassigned incident/request to a group * Open ticket: open ticket without resolution |

## Request Fulfillment

### Work Process: Submitting and Approving Request

|  |  |
| --- | --- |
| Unit Task | Submitting and Approving Request |
| Description | This work process describes how IRISTEL employee reports incidents to Iristel support teams. Iristel support teams will validate if it should be considered a request or not. |
| Roles | Employee |
| Trigger | Employee requests a service from the support team by using the self-service portal (SSP) |
| Input | Request information: description, affected and reporting user, etc. |
| Output/Result | * Success: Request is reported * Failure: Request is not reported: Call system administrator |
| Completion criteria | * Request is detected and reported * Next step Logging & Classification is triggered |
| Dynamic | 1. Login to <https://ssp.iristel.com>      1. Click on Service Requests      1. Click on the service type: Bridge conferencing for example      1. Provide a description and attachment for the request |

### Work Process: Logging and classifying

|  |  |
| --- | --- |
| Unit Task | Logging and classifying |
| Description | This work process describes how to collect, to record and to classify requests to enable efficient and effective fulfillment.  Request classification consists mainly on selecting the correct affected service and the adequate category. |
| Roles | Support Level 1 (CC, PROVISONING, NOC, LNP, DID Ordering…)  Support Level 2 & 3 (Network, Dev…) |
| Trigger | * Support aims to complete request logging and classifying after submitting and approving request work processes executed |
| Input | * Reporting and Affected user * Meaningful "Description" about the Request provided by the reporting user/system. * Impact/Urgency Table |
| Output/Result | * Success: Request logged and classified, and a confirmation is sent to the reporting user/and affected user * Failure: Request is rejected, or an incident is created instead (when it deals with an incident and not with a request). |
| Completion criteria | * Request logged and classified * Confirmation sent to the user * Next step Fulfilling Request is triggered |
| Dynamic | 1. Login in the web portal <https://otwp.iristel.com>      1. Search the ticket and provide a category for the request |

### Work Process: Fulfilling Request

|  |  |
| --- | --- |
| Unit Task | Fulfilling Request |
| Description | This work process describes how to fulfill a request. It consists of using the assignment model to route the request record from team to team so that they complete all necessary actions to fulfill the service request. |
| Roles | Support Level 1 (CC, PROVISONING, NOC, LNP, DID Ordering…)  Support Level 2 & 3 (Network, Dev…) |
| Trigger | * Logged and classified Request Assignment |
| Input | * Request Records (logged and classified) * Knowledge database or information * Partner list |
| Output/Result | * Success:   + Documented Fulfillment or Workaround   + Updated Request Record * Failure: Fulfillment is not performed |
| Completion criteria | * Fulfilled request and trigger request closure |
| Dynamic | 1. Login in the web portal <https://otwp.iristel.com>      1. Search the ticket and change the status to fulfilled      1. Enter closure code and provide description for the solution      1. Enter External and/or internal comment for keeping track purposes |

### Work Process: Monitoring & Coordinating

|  |  |
| --- | --- |
| Unit Task | Monitoring & coordinating |
| Description | The purpose of this work process is to monitor and to track request lifecycle and fulfillment order.  The team leaders monitor requests. They make sure that they are assigned and handled by specific resources. |
| Roles | * Request coordinator (Team Leaders) * Request Process Manager |
| Trigger | Request coordination according to its status and assigned team |
| Input | * Request has been created and not been closed or aborted |
| Output/Result | Request fulfillment monitored and coordinated |
| Completion criteria | All work processes needed for a request are performed correctly |
| Dynamic | The same dynamic as incident (see dynamic in section 2.1.6) |

# Appendix – Acronyms & Definitions

| **Abréviation/Définition** | **Description** |
| --- | --- |
| CC | IRISTEL Customer Care Department |
| Provisioning | IRISTEL Provisioning Department |
| LNP | IRISTEL Local Number Porting Department |
| DiD Ordering | IRISTEL DID Ordering Department |
| NOC | IRISTEL Network Operations Center Department |
| Best Practice | Proven activities or processes that have been successfully used by multiple organizations. ITIL is an example of Best Practice. |
| Process | A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. A process may include any of the roles, responsibilities, tools and management controls required to reliably deliver the outputs.  Process contains steps that specify what to achieve |
| Procedure | Document containing steps that specify how to achieve an activity.  Procedures are defined as part of processes. |
| Service | A means of delivering value to customers by facilitating outcomes. For example, home phone, virtual fax, email service, etc. |
| Incident | An unplanned interruption to an IT/operation service or reduction in its quality. Failure of a configuration Item (technical component of a service) that has not yet affected the service is also an Incident. For example, failure of one disk from a mirror set. |
| Role | A set of responsibilities, activities and authorities granted to a person or team. A role is defined in a process. One person or team may have multiple roles. |
| Workaround | Reducing or eliminating the Impact of an Incident for which a full resolution is not yet available. For example, by restarting a failed component. Workarounds for Incidents are documented in the Incident record. |
| Classification | The act of assigning a category to something. Classification is used to ensure consistent management and reporting and to redirect fastly incidents to the appropriate team in order to be resolved. |
| Priority | A property used to identify the relative importance of an Incident. Priority is based on Impact and Urgency and is used to identify required times for actions to be taken. |
| Escalation | An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. There are two types of escalation, functional escalation (transferring an Incident to a technical team with a higher level of expertise to assist in an escalation.) and hierarchic escalation (informing or involving more senior levels of management to assist in an escalation.). |
| Service level | Measured and reported achievement against one or more service level  targets. The term service level is sometimes used informally to mean  service level target. For example: high priority incident should be resolved in 8 hours. |
| Response Time | A measure of the time taken to complete an operation or a transaction. in Incident Management it measures the time taken to answer the phone, or to start diagnosis. So it is the Target time it takes Iristel to acknowledge the incident and to provide the user an approximate resolution time |
| Resolution Time | The time that elapses between acknowledged receipt of an incident and incident resolution. |
| SLA Breach | A service Level agreement breach is when a service level target has not been met. |

1. *Users can access the Omnitracker portal by using IRISTEL network (office & VPN)* [↑](#footnote-ref-1)