UW Connect Update & Incident Management Overview

Mary Mulvihill, Service Management Office
Mike Houlihan, Process Owner
Service Management Board Meeting
May 19, 2014
Outline

UW Connect implementation update (Mary)
Incident Management Process (Mike)
   Guiding principles and definitions
Current and future scope
24x7 helpdesks
Process overview and guide
UW Connect Update

Branding: uwconnect

IT Connect web page for customers

Scope: Incident, simple Request, basic Knowledge, Problem control
Deployment Dates under review

- **June 25** - internal for monitored systems
- **July 8** - incoming email including help@u rerouted from RT to UW Connect
- **July 15** - Classroom Technology & Events (CTE) Unit
After implementation, plan Project 2!

Likely scope: Complex Request Fulfillment, Service Catalog, CMDB, Change Management, planning to bring in Distributed IT,
UW-IT Service Desk Integration Project (SDI)

● Develop and provide a consistent customer experience
● Provide a Single Point of Contact (SPOC) and 24x7 support
● Establish a consistent response time to customer requests
● Adoption of best practices between Service and Help Desks
  ■ Class Room Technology and Events
  ■ Computer Operations
  ■ Learning Technologies
  ■ Network Operations
  ■ Technology Service Center
  ■ Voice and Data Services (Telecom)
UW-IT Service Desk Integration

Customer Service and Support will provide 24x7 Service Center operations

Technology Service Center and Computer Operations

- Phone
- Email monitoring and ticket routing
- Starting in late June 2014 for selected services
- Expanding to all UW-IT services
Incident Management
Service Status

We are constantly monitoring the status of our services. If there is ever an interruption in service, all medium/high impact incidents will be posted to this page.

Attention! One or more UW-IT services have reported incidents which is currently causing some impact.

Service Impact

High  Widespread impact to UW-IT service, network, telephony, application, or power outage.

Medium  Service, telephony, Network, or application failure affecting multiple customers.

10GigE Network Connection

testing from alt email

p2  Medium

ASA  Medium

AC Audit and Administration

TEST  Medium

Advancement

ASA  Medium

app50028.sjc4.service-now.com:uwdev001

P1  Medium

This is a test!

SLA P2 test
Incident Management

Incident definition

- An unplanned interruption to an IT service
- Reduction in the quality of an IT service
- Failure of a configuration item that has not yet impacted service (e.g. failure of one disk from a mirror set)

Major Incident

- An incident which exceeds the ability of the normal incident management process to deliver the desired results in a timely manner. Major incidents are declared when the Duty Manager contacts URC Decision Support Group.
Goals & Principles

Incident Management Primary Goal
• To restore normal service operation as quickly as possible following an incident, while minimizing impact to business operations and ensuring quality is maintained.

Guiding Principles supporting the primary goal
• An associated incident record will be created
• Troubleshooting steps/efforts will be recorded
• (if applicable) user will be contacted to confirm service is restored
Guiding Principles (cont.)

- Root cause analysis will not delay the primary goal of restoring service unless such a delay is within identified Service Level Agreements (SLA)
- If numerous incident records exist for the same incident, there will be a single “Parent” record to associate all subsequent incident records
- Incident Management workflow will strive for UW-IT uniformity
- Regular reporting and review of internal metrics and user feedback
Roles

**Process Owner**
- Ensures the process is “Fit for Purpose”
  - Design
  - Organizational Awareness
  - Advocacy

**Process Manager**
- Responsible for the operational management of the process
  - Planning and coordinating of all activities to carry out
  - Monitor and report on the process
Roles

Incident Manager

● Staff who are responsible for coordinating all aspects of incident response. Incident Manager role assignment changes within an incident from Tier-1 -> Duty Manager -> Unit Response Center (URC)

Duty Manager

● Staff providing 24x7 support for incident escalation from a UW-IT Service/Help Desk. The Duty Manager facilitates communication, coordination of resources, and escalation to the UW-IT URC Decision Support Group.
Unit Response Center (URC) Decision Support Group

- Subset of the URC including UW-IT senior management and key personnel. The Decision Support Group can decide to activate the full URC or a subset of the URC.

Concept of Tier-1...

- Tier-1 is any formal UW-IT identified Service/Help desk with advertised service hours
- Tier-2...x is anyone that Tier-1 escalates too
Priority is a calculated field of Impact and Urgency

**Impact:** The effect an incident has on business.

**Urgency:** The extent to which the incident's resolution can bear delay.

**Priority:** How quickly the service desk should address the incident.
Process Guides & CAB

Process Guides

- Process guides for each of the main process (Incident, Request, Problem, Knowledge)
- Developed with implementation partner (Covestic)
- Living document

Service Management tool and ITIL Change Approval Board (CAB)

- Provide guidance for UW Connect (tool and ITIL processes)
- Provide guidance for process -> process coordination
For more information

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