

UW Connect Update & Incident Management Overview

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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: The logo for UW Connect Service Management. It features the text "UW connect" in a bold, sans-serif font, with "UW" in dark blue and "connect" in a lighter blue. Below "connect" is the phrase "service management" in a smaller, dark blue font.

IT Connect web page for customers

Scope: Incident, simple Request, basic Knowledge, Problem control

UW Connect Deployment

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

UW Connect Post Go-Live

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

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



IT CONNECT

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→ [UWare Software](#)

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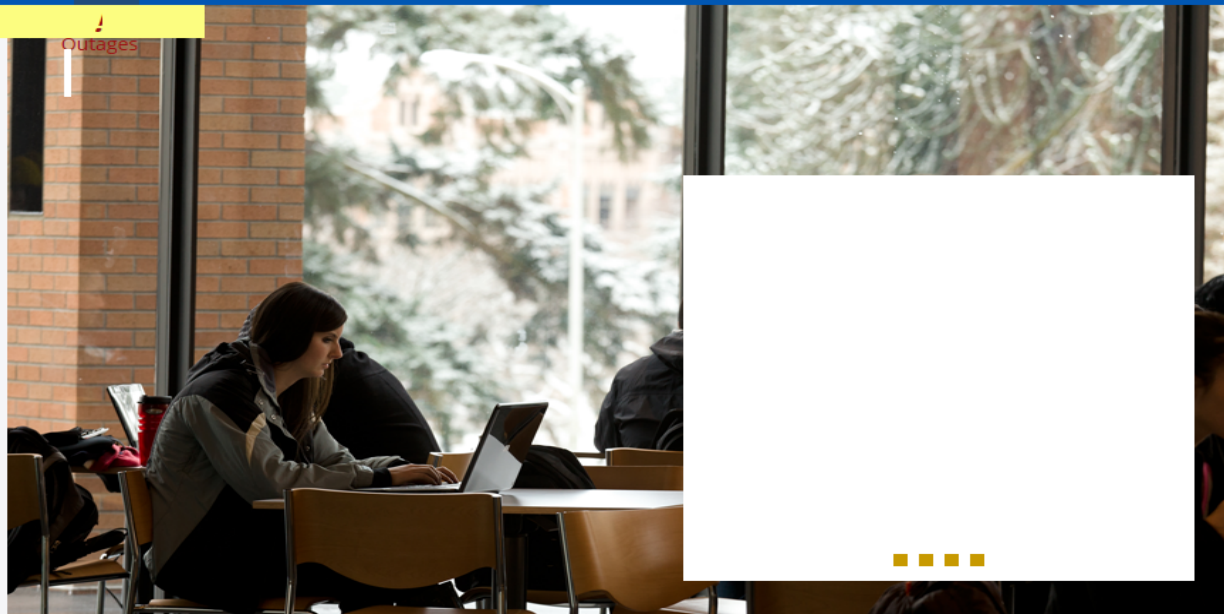
→ [About UW-IT](#)

→ [UW-IT Service Status](#)

→ [UW-IT Service Catalog](#)

→ [IT Connect Sitemap](#)

Outages





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! Outages

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

Medium

p2

Medium

ASA

Medium

AC Audit and Administration

TEST

Medium

Advancement

ASA

High

app50028.sjc4.service-now.com:uwdev001

P1

High

This is a test!

Medium

SLA P2 test

High

Connect Service Management

My Requests

Service Status

Useful Resources

Placeholder link

Placeholder link

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.

URC and Tiers

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....x

- 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

- Type filter text
- Self-Service
 - Service Desk
 - Incident
 - Create New
 - Assigned to me
 - Open
 - Open - Unassigned
 - Resolved
 - Closed
 - All
 - Overview
 - Critical Incidents Map
 - Problem
 - SDLC (Scrum Process)
 - Project
 - Configuration
 - Knowledge Base
 - Reports
 - On-call Rotation
 - Personal Tasks

[Add content »](#)

Incident Overview

Refresh: Off [Change Layout »](#)

Priority 1 Incidents

[View all active Incidents](#)

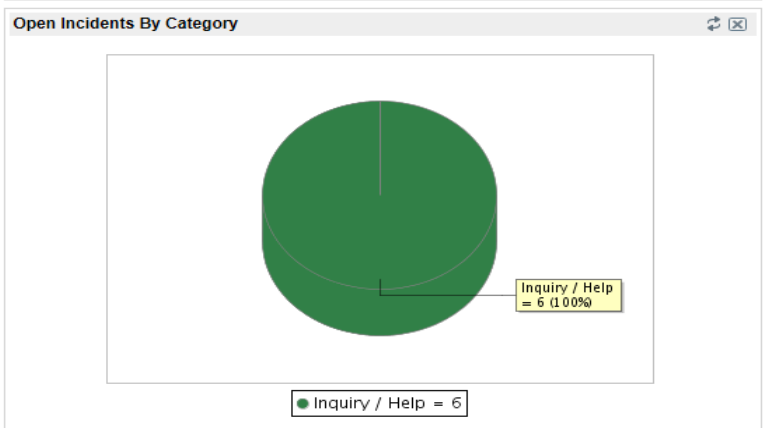
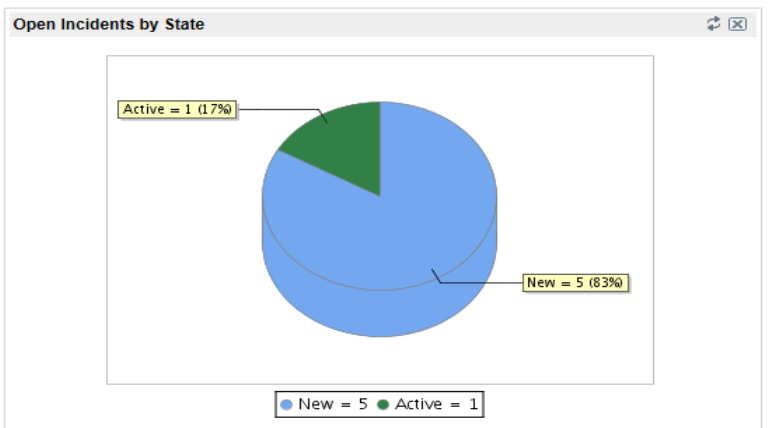
Incident Summary Counts

Critical Incidents Open Incidents that have Critical priority	0
Overdue Incidents Open Incidents that have attained an overdue escalation value	0
Incidents Opened > 1 Week Incidents that have stayed open for longer than a week	6

Unassigned Incidents

	Number	Category	Short description
<input type="checkbox"/>	INC0010095	Inquiry / Help	TEST
<input type="checkbox"/>	INC0010128	Inquiry / Help	TEST template
<input type="checkbox"/>	INC0010135	Inquiry / Help	
<input type="checkbox"/>	INC0010141	Inquiry / Help	
<input type="checkbox"/>	INC0010146	Inquiry / Help	

Actions on selected rows... << 1 to 5 of 5 >>



Type filter text

- My Records
- Service Desk
- Service Requests
- Incident
- Create New
- Assigned to me
- Open
- Open - Unassigned
- Resolved
- Closed
- All
- Overview
- Critical Incidents Map
- VIP
- Needs Audit
- Problem
- Configuration
- Knowledge Base
- Reports
- On-call Rotation
- Personal Tasks
- Survey
- Survey Wizards

Incident = Required field

Submit Save Resolve Incident Create ITask

Number: INC0012197

CI Class Category: Service

Configuration item:

State: New

Contact type: Phone

Major Incident:

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Template:

Location:

Short description:

Caller:

UWNetID:

Contact Number:

Assignment group:

Assigned to:

Watch list (Customer Visible):

Work notes list:

Audit Completed:

Description:

Notes Related Records Closure Information

Notes Additional comments (Customer visible):

Work notes:

Submit Save Resolve Incident Create ITask

Related Links

Create ITask

Priority

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.

	High Urgency	Medium Urgency	Low Urgency
High Impact	Critical Priority	High Priority	Moderate Priority
Medium Impact	High Priority	Moderate Priority	Low Priority
Low Impact	Moderate Priority	Low Priority	Planning Priority

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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