Document filename:	**SDO Incident and Service Request Management Process**		
Project / Programme	**Service Delivery**	Project	
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Owner	**SD Service Management Lead - Operations**	Version	**2.3**
Author	**Nikki Fish**	Version issue date	**26/10/2018**

SDO Incident and Service Request Management Process

Document management

Revision History

Version	Date	Summary of Changes
0.1	24.2.09	First draft for comment
0.2	10.3.09	2nd Draft following ISO project Review
0.3	15.07.09	Review and updates to reflect current working procedures & addition of process owner
0.4	05.08.09	Updates following ISO consultant review
1.0	21.10.09	1st Issued Version
1.1	04.11.10	Change 2977. Review and updates to reflect current working procedures, change of reviewers.
1.2	02.11.11	Change 5757 – New section 2.4, Annual Review, Amend Author.
1.3	29.11.2012	Change 9427 Annual review. Remove references to HPOV and replace with a more generic term – Incident Management toolset. Correct links in sections 2.5 and 2.6.
1.4	11.07.2013	Add this document to the HSCIC template. Additions to glossary of terms to include definitions of call categories. Changes for agreed terminology. Removal of list of documents and knowledge bases section 2.2.2 as this does not need to be at process level. - Addition of Process diagram
1.5	04.07.2014	Annual Review, add reference to SSD glossary, update Incident Manager email address.
1.6	06.07.2015	Annual review, update to include the OLA between SSD departments.
1.61	08.10.2015	Minor change to replace NORA as owner.
1.62	09.03.2016	Amendments for changes to process following reorganisation and the introduction of Jeopardy Management, and to ensure the process covers all SSD Contact Centre service and help desks.
2.0	08.09.2016	Re-Branding Author changed from Cathy Malcolm to Melanie Thomas (agreed by Cathy)
2.1	07.06.2017	The following updates have been made by Melanie Thomas: Update to section 2.4 Major Incidents. The hyperlink linked to a document that is being retired. Major incidents are managed via the Problem and Major Incident Management procedure
2.2	18.09.2017	A minor update has been made to section 2.3 to change "Incident recording" to "Recording"
2.3	26.10.2018	Removed reference to SSD Removed reference to Glossary of terms (retired document) Added list of Glossary of Terms Changed process owner to Nikki Fish (approved)

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Updated SD lead to Phil Moores

Removed Cathy Malcom and Ian Burman as reviewers

Added links under section 2.6 Procedures

Added Nikki Fish as author

Reviewers

This document must be reviewed by the following people:

Reviewer name	Title / Responsibility	Date	Version
Nikki Fish	Service Manager	26/10/2018	2.3
Jill Jobson	Service Manager	08/11/2018	2.3

Approved by

This document must be approved by the following people:

Name	Title	Date	Version
SD Service Management Lead - Operations	SD Service Management Lead - Operations	05/10/2017	2.2
Phil Moores	SD Service Management Lead - Operations		2.3

Glossary of Terms

CMDB Configuration Management Database

SD   Service Delivery

SDO   Service Delivery and Operations

OLA   Operaltional Level Agreement

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Related Documents:

Please refer to the CMDB

Contents

1 Introduction

1.1 Purpose of Document

The purpose of this document is to describe the Incident and Service Request Management Process within Service Delivery and Operations.

1.2 Audience

This document has been written for Service Delivery staff involved with the Incident Management Process.

2 Incident and Service Request Management Process

2.1 Introduction

Process owner: Service Management Lead – Hayley Sims

Process Manager: Nikki Fish

The aim of Incident management is to restore service to users as soon as possible following an incident, either reported or detected.

Service Delivery and Operations (SDO) manages its Incident and Service Request Management process through the use of a dedicated Service Operations Centre and Incident Management staff. These include Service Operations Centre staff, the SDO Operations Support Team, 2nd and 3rd line support staff and Service Managers.

2.2 Scope

Service Delivery and Operations (SDO) provide full Incident Management for services provided and owned by Service Delivery (SD).

For some services the incident and Service request responsibilities may be shared between SD and the customer as defined within agreements.

2.3 Incident and Service Request Management Process

Stages   **Responsibility**   **Procedures**
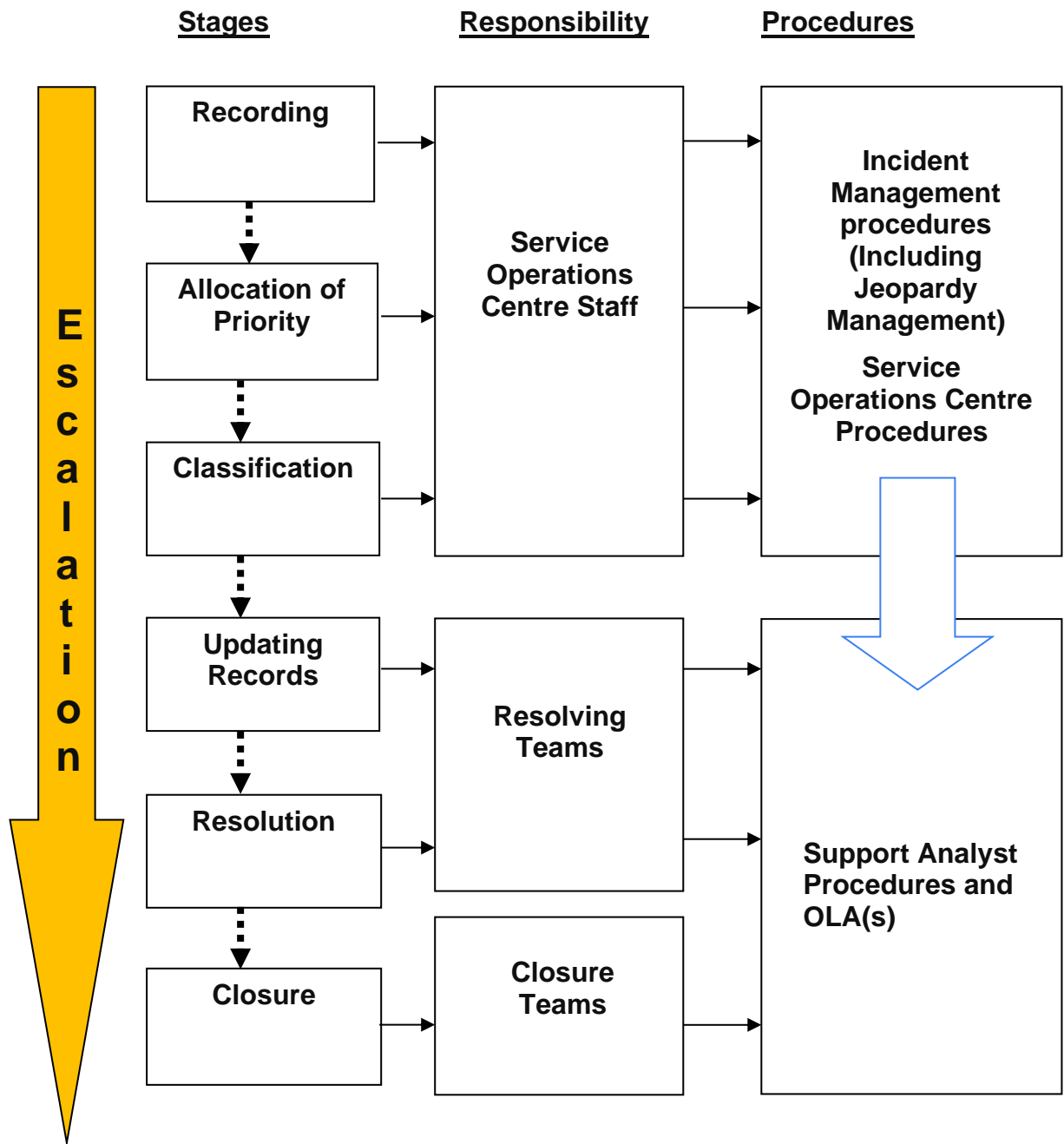
All contacts made to the Service Operations Centre are recorded in the Incident Management toolset in the form of an Incident Management record.

Incident Management records (Events) can also be raised directly into the Incident Management toolset via automation software. These records are routed directly to 2nd line support teams without Service Operations Centre intervention.

Associated procedures within the Service Operations Centre and 2nd line Support together with Incident Management procedures, Jeopardy Management Procedures and an Operational Level Agreement between SD Departments have been adopted within SDO to manage the Impact of Incident Management records.

2.4 Major Incidents

Major Incidents are managed according to the

 ..\..\..\..\..\Live\Resolution Processes\Problem Management\Procedures\Problem Major Incident Management Process Flow.vsd

2.5 Relationships with other processes

Information from the Problem Management, Change and release and deployment processes is available to the Incident Management process via the Service Management toolset.

2.6 Procedures

Procedures relating to Incident and Service Request Management can be found under:
..\..\..\..\..\Live\Resolution Processes\Incident Management\Procedures\IM Procedures\Jeopardy Management Procedure.docx

..\..\..\..\..\Live\Resolution Processes\Incident Management\Procedures\IM Procedures\Support Analyst Procedures.docx

Procedures relating to Jeopardy Management can be found under;

Q:\SSD CSS\Live\Resolution Processes\Incident Management\Procedures\IM Procedures

Procedures relating to Major Incidents can be found under;

..\..\..\..\..\Live\Resolution Processes\Problem Management\Procedures\Problem Major Incident Management Process Flow.vsd

 Q:\SSD CSS\Live\Resolution Processes\Problem Management\Procedures

Procedures for managing and reporting of Security Incidents can be found under:

Q:\SSD CSS\Live\Service Delivery Processes\Information Security Management\SSD Security Incident Reporting\Procedures

2.7 Reporting

Incident Management Reports are produced using the procedure located under:
Q:\SSD CSS\Live\Service Delivery Processes\Service Reporting\Procedures