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Incident Management Departmental Procedures (Interim)

Introduction

In ITIL defines incident management as “the process responsible for managing the lifecycle of all incidents. Incident management ensures that normal service operation is restored as quickly as possible and the business impact is minimal.” The central IT units of the UNM Health Sciences Center (HSC) have agreed upon procedures for managing major incidents. These procedures are managed by the HSC IT Service Management Steering Committee.

Purpose

The purpose of this document is to define a unified process for the management of major IT incidents at the HSC. Please note that these procedures should be considered interim. As the HSC IT Service Management Steering Committee develops problem and incident management processes that are more closely aligned with ITIL, these procedures may be subject to change.

Effective Dates

- UNMH IT will implement these procedures effective 12/1/2014.
- HSLIC will implement these procedures effective 12/1/2014.

Procedures

- Any IT manager or director title within UNMH IT or HSLIC, or their designee, may declare a major IT incident by creating a problem record in Help.HSC. When declaring a major incident, it is critical to correctly define the scope of the issue. If the scope is not fully known, the IT manager or director should specify the services/areas impacted and note that the overall scope remains unknown.
- The IT manager or director who creates the problem record will own that problem record until it is formally passed on to a service owner and recorded in Help.HSC.
- After an IT manager or director creates a problem record, he/she will send out an email about the incident to the HSC-IT-All distribution list. This communication will include details about the issue, including the known scope of what services/areas are impacted. Depending on the scope and severity of the incident, the IT manager or director will also notify appropriate leadership.
 - The HSC-IT-ALL distribution list includes IT managers, directors and help desk personnel from the central IT units represented in the HSC IT Service Management Steering Committee. Depending on the nature of the incident and how much information is available, central IT units may forward this information to IT staff in other departments.
- Help desk managers will link tickets related to the incident to the problem record in Help.HSC. The IT manager or director who creates the problem record is responsible for reviewing tickets in Help.HSC to make sure all related tickets are linked to the problem record.
- Depending on the scope and severity of the incident, the IT manager or director will periodically update the HSC-IT-ALL distribution list of updates on resolving the issue. He/she will send an “all

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clear” communication to this list when the incident has been resolved or a work-around has been implemented.

- The HSC ITSM Steering Committee will review the problem records in Help.HSC every two months to review the status of unresolved problems (issues for which a work-around is still in place) and close resolved problems.

Key Definitions¹

Incident Management – This is the process responsible for managing the lifecycle of all incidents. Incident management ensures that normal service operation is restored as quickly as possible and the business impact is minimal.

Major Incident – An incident’s highest category of impact. A major incident results in significant disruption to the business.

Changes to these Procedures

These procedures are subject to review and any stipulation may be permanently changed if a formal request is approved by the HSC IT Service Management Steering Committee. Anyone wishing to make a change may submit the change to the Steering Committee in writing.

Approval

These procedures were approved by the HSC IT Service Management Steering Committee on _____.

¹ ITIL definitions taken from ITIL glossary and abbreviations and reprinted by Propoint Solutions, Inc.