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Latest Version:	2.0	Revision Date:	05/04/2016
Effective Date:	06/06/2016	Replaces:	1.0
Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Robert Page	Reviewing Unit:	Strategic Initiatives team
Title:	Major Incident Process SOP		
Description:	This document is the operating standard for the Major Incident Process.		

Major Incident Process

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to identify the process for how major incidents are handled.
2. Scope
 - 2.1. This document applies to all OMES IS major incidents.
3. Discipline
 - 3.1. Service Management Standards
4. Terms and Definitions
 - 4.1. Major Incident – An incident for which the degree of impact on the user community is extreme, or where the disruption is excessive and which requires a response that is above and beyond that given to normal incidents.
 - 4.2. After Action Review (AAR) – A report created for major incidents to reflect on the work of the Major Incident team and identify its strengths, weaknesses and areas for improvement.
5. Instructions
 - 5.1. The following groups have the authority to declare a Major Incident:
 - ITOCC team
 - OMES Service Desk
 - SOC team
 - Executive team
 - Strategic Initiatives team
 - Executive Sponsors
 - 5.2. Once a Major Incident has been declared, the Major Incident Coordinator (MIC) will gather the appropriate people in the ITOCC to help resolve the Major Incident. This group is known as the Major Incident team.
 - 5.2.1. The Major Incident team will always consist of at least one person from the following teams, as well as any other affected team(s):
 - 5.2.1.1. Strategic Initiatives team
 - 5.2.1.2. OMES Service Desk
 - 5.2.1.3. Application team
 - 5.2.1.4. Server team
 - 5.2.1.5. Network team
 - 5.2.1.6. Database team
 - 5.2.1.7. PC Support team
 - 5.2.1.8. Security team

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- 5.2.2. The Major Incident Coordinator may also choose to open the Major Incident Conference Call, if necessary. Its number is **405-522-4900**.
- 5.3. The Major Incident Coordinator manages the Major Incident Process, including the following:
 - 5.3.1. Determines the scope of the Major Incident.
 - 5.3.2. Coordinates with the Change Management team to review recent Change Management tickets, searching for the cause of the Major Incident.
 - 5.3.3. Ensures the Major Incident team stays focused and works together to resolve the Major Incident.
- 5.4. The Major Incident team works together to resolve the Major Incident.
- 5.5. The table below identifies the three teams responsible for communicating about the Major Incident, the contacts with whom they are responsible for communicating and the timing and method of which they will communicate.

Major Incident Coordinator	Strategic Initiatives team	OMES Service Desk
Executive Sponsors	CIO	Customers
Strategic Initiatives team	COAO	Technical Account Managers (TAM)
OMES Service Desk	Director of Public Affairs	Account Executives
IT Strategists		OMES IS Managers
Hourly via email	Hourly via text or call	Hourly via GovDelivery

- 5.6. The Strategic Initiatives team will assist the Major Incident Coordinator, gather information for the Executive Team and consult with the Executive Team through available communications (i.e. SMS, email).
- 5.7. After the Major Incident is resolved, the Strategic Initiatives team coordinates the creation of an After Action Review (AAR) with the Major Incident team. This report is emailed to the CIO, the COAO and the Executive Sponsors within 2 business days of the Major Incident's resolution. It is also saved in the following folder on the network:
J: < Function < Executive Services < After Action Review
- 5.8. Major Incident Coordinator role
 - 5.8.1. The ITOCC Manager or their designee will be the primary Major Incident Coordinator.
 - 5.8.2. A Strategic Initiatives representative will serve as the Major Incident Coordinator if the ITOCC Manager or their designee are not available.
 - 5.8.3. A Service Quality representative will serve as the Major Incident Coordinator in case both the ITOCC Manager and the Strategic Initiatives team are unable.

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6. Roles and Responsibilities

6.1. Major Incident Coordinator

- 6.1.1. Gathers the appropriate people in the ITOCC once a Major Incident has been declared.
- 6.1.2. Manages the Major Incident Process.
- 6.1.3. Communicates the progress of the Major Incident hourly via email to the Executive Sponsors, the Strategic Initiatives team, the OMES Service Desk and the IT Strategists.
- 6.1.4. Coordinates with the Change Management team to review recent Change Management tickets, searching for the cause of the Major Incident.
- 6.1.5. Ensures the Major Incident team stays focused and works together to resolve the Major Incident.

6.2. Major Incident team

- 6.2.1. Works together to resolve the Major Incident.
- 6.2.2. Works with the Strategic Initiatives team to create an AAR.

6.3. Strategic Initiatives team

- 6.3.1. Communicates the progress of the Major Incident hourly via text or call to the CIO, the COAO and the Director of Public Affairs.
- 6.3.2. Coordinates the creation of an AAR with the Major Incident team.
- 6.3.3. Emails the AAR to the CIO, COAO and Executive Sponsors within 2 business days.

6.4. OMES Service Desk

- 6.4.1. Communicates the progress of the Major Incident hourly via GovDelivery to customers, the TAMs, the Account Executives and the OMES IS Managers.

7. References

- 7.1. After Action Review Template
- 7.2. After Action Reviews - J: < **Function < Executive Services < After Action Review**
- 7.3. Major Incident Conference Call number – **405-522-4900**