Number:	05.1.9	**Page:**	1 of 2
Latest Version:	1.1	**Revision Date:**	04/20/2016
Effective Date:	04/20/2016	**Replaces:**	1.0
Revised By:	Joshua Graves	**Review Cycle/Date:**	Annually
Reviewed By:	Amy Max	**Reviewing Unit:**	Service Desk
Title:	Incident Management Process SOP		
Description:	This document is the operating standard for the incident management process.		

Incident Management Process

Standard Operating Procedure

1. General Statement of Purpose
   1.1. The purpose of this standard is to outline the process of incident management.
2. Scope
   2.1. This standard is meant for Service Desk technicians, service providers and any OMES IS customers who have an issue with an OMES IS service.
3. Discipline
   3.1. Service Management
4. Terms and Definitions
   4.1. Service Catalog – Listing of services OMES IS provides.
   4.2. Incident – An unplanned or impending interruption to an IT Service. Each incident has a case created in CRM.
5. Discussion
   5.1. Incidents are posted to the OMES Service Desk either by phone, email, Self Service or automated event monitoring tools.
   5.2. The OMES Service Desk logs the incident in CRM, if not automatically done. The log includes the date and time received and all relevant information relating to the nature of the incident.
   5.3. Next, the OMES Service Desk determines if the case should be assigned to the OMES Service Desk, or if it should be assigned to another agency's help desk. If the case needs to go to another agency's help desk, it is resolved. The OMES Service Desk contacts the customer and informs them that the case should go to another help desk. They provide the customer the contact information for the other help desk.
   5.4. The Service Desk then assesses the severity and impact of the incident in order to set the prioritization.
   5.5. The Service Desk technician carries out the initial diagnosis, using diagnostic scripts and known error information to try to discover the full symptoms of the incident and to determine exactly what has gone wrong. The Service Desk technician utilizes the collected information to search for an appropriate solution. If possible, the technician resolves and closes the incident.
   5.6. The Service Desk checks if the issue has been reported by others. If it has, the Service Desk contacts the technician assigned to the first case to determine if the cases are related.

5.7. If the Service Desk technician is unable to resolve the incident, they assign the case to the appropriate service team. The service team is responsible for identifying Major Incidents, as outlined in the SOP, **05.2.4 Reporting a Service Outage**.

5.8. The service team then resolves the problem and verifies with the customer that the resolution is satisfactory and that the customer is able to perform their work. Finally, the team resolves the Incident Record.

5.8.1. An incident resolution does not require that the underlying cause of the incident has been corrected; it only needs to make it possible for the customer to be able to continue their work. If the underlying cause of the incident is not corrected, the technician opens a Problem Case.

5.9. The customer receives an email notifying them of the case resolution. The customer then has 3 days to dispute the resolution by requesting the case be reopened by contacting the Service Desk. After 3 days, the case will automatically close.

6. Roles and Responsibilities

6.1. Service Desk –Logs the incident and assesses the severity and impact of the incident in order to set the prioritization. They then resolve the case, if possible, or assign the case to the appropriate service team.

6.2. Service team – Resolves the issue and verifies with customer that resolution is satisfactory. They then close the Incident Record.

7. Limitation or Implementation Notes

7.1. Access to CRM.