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Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Jennifer Stone	Reviewing Unit:	ITOCC
Title:	ITOCC Case Handling Process SOP		
Description:	This document is the operating standard for case handling of the Information Technology Operations Command Center (ITOCC).		

ITOCC Case Handling Process

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to outline the process of case handling for the Information Technology Operations Command Center (ITOCC).
2. Scope
 - 2.1. This document applies to all OMES-IS technicians who work Priority 1 and Priority 2 incidents.
3. Discipline
 - 3.1. Service Management Standards
4. Terms and Definitions
 - 4.1. Information Technology Operations Command Center (ITOCC) – A command center within OMES-IS that specializes in handling Priority 1 and Priority 2 incidents while promoting improved communication and cooperation between service provider groups.
 - 4.2. Warm Handoff – A customer service practice where one representative bridges a call to the next representative and updates that representative with details of the customer’s situation.
5. Instructions
 - 5.1. When a customer contacts the OMES Service Desk, the Service Desk Technician first identifies the caller.
 - 5.2. Next, the Service Desk Technician identifies the issue.
 - 5.3. Once the issue has been identified, the Service Desk Technician determines if the incident is a Priority 1 or Priority 2.
 - 5.3.1. If the incident is not a Priority 1 or Priority 2, the Service Desk Technician assigns the case to the appropriate provider group (Pending) for technician assignment.
 - 5.4. If the incident is either a Priority 1 or Priority 2, the Service Desk Technician calls the ITOCC and gives a warm handoff to the ITOCC Technician, transferring the case and any pertinent information to the ITOCC.
 - 5.4.1. If the Service Desk Technician transfers the case to the ITOCC, they must add themselves as an Interested Party.
 - 5.5. The Service Desk Technician updates the Major Incidents Page and sends a notification of the outage to the GovDelivery Topic “Major Incident Notification Group”.

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- 5.6. Once the ITOCC Technician is assigned the case, they will confirm the issue with the customer and ask open-ended troubleshooting questions to better identify the issue and any possible solutions. Before ending the call with the customer, the ITOCC Technician must give the customer a time estimate for either the next contact or the resolution.
- 5.7. The ITOCC Technician checks the OneNote Knowledge Base and Agency Information to determine if there is an acceptable resolution to the incident. The ITOCC Technician then refers to the **Criteria for a Major Incident** page under the Introduction tab of the ITOCC OneNote. If it is determined that the case is a Major Incident, refer to the **05.1.13 Major Incident Process SOP**.
- 5.8. The ITOCC Technician will then determine if the issue can be resolved in the ITOCC. The following criteria must be considered to determine if the case should be resolved outside the ITOCC:
 - Will the resolution involve a Major Architectural Change?
 - Will the resolution be outside the skillset of the current ITOCC group?
 - Will a resolution be identified within 20 minutes?

Resolving the Issue in the ITOCC

- 5.9. If it is determined that the issue can be resolved in the ITOCC, the ITOCC Technician works the case.
- 5.10. Based on the updates to the case, the ITOCC Service Desk Technician updates the Major Incidents Page and GovDelivery as necessary.
- 5.11. When the ITOCC Technician resolves the case, they verify the resolution with the customer.
- 5.12. The ITOCC Service Desk Technician updates and closes the case.
 - 5.12.1. As part of being an Interested Party, the Service Desk Technician who originally worked the parent incident case receives the closure update and updates the Major Incidents Page and GovDelivery after the issue is resolved.
- 5.13. The ITOCC Service Desk Technician creates a Problem Case for Priority 1 and Priority 2 cases, as needed.

Resolving the Issue Outside the ITOCC

- 5.14. If it is determined that the issue cannot be resolved immediately in the ITOCC, the ITOCC Technician consults one or more technicians from the appropriate provider group(s).
 - 5.14.1. The ITOCC Technician may use the following methods to contact a Provider Group Technician:
 - Call the call tree and press **1** to reach the technician.
 - Call the call tree and press **2** to contact the provider group's supervisor.

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5.15. Once the provider group technician or technicians have been consulted, the ITOCC Technician must again determine if the case can be resolved in the ITOCC.

5.15.1. If the case is now able to be resolved in the ITOCC, then the ITOCC Technician follows the steps in the above section, **Resolving the Issue in the ITOCC**.

5.16. If the case can still not be resolved in the ITOCC, then the ITOCC Technician adds themselves as an Interested Party in the CRM Case and transfers the case to the appropriate provider group.

5.17. The Provider Group Technician works the case.

5.18. The Provider Group Technician resolves the issue, updates the Case Status to **“Waiting on ITOCC”**, enters a New Solution under the Solution tab and clicks the **Attempt** button. Then the technician contacts the ITOCC with the resolution via phone or in person.

5.19. The ITOCC Technician verifies the resolution with the customer.

5.20. The ITOCC Technician closes the case once the solution has been vetted.

5.20.1. Based on the updates in the case, the Service Desk Technician who originally worked the parent incident case receives the closure update and updates the Major Incidents Page and GovDelivery after the issue is resolved.

5.21. After the case is resolved, the ITOCC Service Desk Technician creates a Problem Case.

6. Roles and Responsibilities

6.1. OMES Service Desk Technician

6.1.1. Identifies the caller.

6.1.2. Identifies the issue.

6.1.3. Determines if the incident is a Priority 1 or Priority 2.

6.1.4. For Priority 1s and Priority 2s, calls the ITOCC and gives a warm handoff, transferring the case and any pertinent information to the ITOCC Technician.

6.1.5. Updates the Outages page and sends a notification of the outage to the internal major incident notification group.

6.2. ITOCC Technician

6.2.1. Confirms the issue with the customer and asks open-ended troubleshooting questions.

6.2.2. Gives the customer a time estimate for contact or resolution.

6.2.3. Determines if the issue can be resolved in the ITOCC or not.

6.2.4. Checks the Knowledge Base and works the case.

6.2.5. Verifies resolution with customer.

6.2.6. If needed, consults Provider Group Technician.

6.2.7. If case is being resolved outside the ITOCC, adds themselves as an Interested Party.

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6.3. ITOCC Service Desk Technician

- 6.3.1. Updates and closes the CRM Case.
- 6.3.2. Updates the Outages page and sends update notifications via GovDelivery.
- 6.3.3. Creates Problem Cases, as needed.

6.4. Provider Group Technician

- 6.4.1. Consults with ITOCC Technician as needed.
- 6.4.2. For cases worked outside the ITOCC, checks the Knowledge Base and works the case.
- 6.4.3. Resolves issues that couldn't be resolved in the ITOCC.
- 6.4.4. Changes Case Status to **"Waiting on ITOCC"**, enters a New Solution under the Solution tab, clicks the **Attempt** button and contacts the ITOCC with the resolution.

7. Limitation or Implementation Notes

- 7.1. All ITOCC Technicians must perform communication and troubleshooting from within the ITOCC.
- 7.2. All Priority 1 and Priority 2 cases must be closed by the ITOCC Service Desk Technician.
- 7.3. If the ITOCC Technician does not find an adequate Knowledge Base Article in the Knowledge Base, they will need to either update or create a new Knowledge Base Article.

8. References

- 8.1. ITOCC Process Flow Chart
- 8.2. ITOCC Deliverables Flow Chart
- 8.3. 05.1.13 Major Incident Process
- 8.4. Major Incidents Page - http://www.ok.gov/cio/Custom Portal/Service_Desk/Current_Outages.html
- 8.5. OneNote Knowledge Base – **J: Drive < Function < ITOCC < ITOCC < Introduction.one**
- 8.6. GovDelivery Topic – Major Incident Notification Group