

## Incident Process

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This document describes the Incident Process. It's purpose is to serve as a reference point for all involved in order to clarify roles and responsibilities.

When clients inquire for status, the phases described below will provide status in a standard form that is meaningful to the client. The status will be updated in State Assyst. Updating the Status also provides a "Control" mechanism for management and others involved to track an Incident and determine actions based on current status.

The phases of the Incident Process are:

1. **Log** – Record issue, determine priority and assign to appropriate agency for repair – The high level steps are: Service Desk records client details and acknowledges receipt of Incident Report, triage (discern priority) and assign to appropriate section/service provider for analysis and repair.
  2. **Investigate** – Determine cause and plan to repair – The steps are: Service provider acknowledges receipt and carries out analysis to determine cause and course of action to repair.
  3. **Repair** – Repair and close ticket – The steps are: Service provider repairs faults and closes ticket, paying particular attention to record Cause & Cause Item for analysis.
  4. **Close Pending** – Close ticket pending confirmation from client – The steps are: Assyst sends message informing client providing opportunity to report to Service Desk if repair was not successful. If not successful then Service Desk re-opens and reassigns ticket for further investigation.
  5. **Close** – Process invoice from service provider for payment – The steps are: Close Pending tickets are assigned to Accounting Section for validation of closed tickets when processing invoices from service providers. Note this process is not included in table below because it is back office and does not impact client.
- It is recognized that many tickets proceed through the lifecycle in a short period of time (within a couple of hours) and therefore the Status may simply move to Close Pending. However, for tickets that last longer than half a day then the status should be updated allowing progress to be tracked in a standard form.