

ICL Pathway

**ICL Pathway Customer Service Incident
Management Process**

Company In Confidence

Ref: CS/PRD/074

Version: 1.0

Date: 13/11/00

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Abstract: This document details the ICL Pathway incident management process. The processes within the document have been broken down into different levels of detail, starting with a high level view of incident management detailing the interaction between the different lines of support, and a low level that details the process activities within each line of support.

Document Status: APPROVED

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Distribution: ICL Pathway Library, people who require approved versions only

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL No.
0.1	04/07/00	First draft – to detail the baseline Incident Management process	
1.0	13/11/00	Developed for approval	

0.2 Approval Authorities

Name	Position	Signature	Date
Peter Burden	Support Services Manager		
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0.3 Associated Documents

	Reference	Version	Date	Title	Source
1.	CS/IFS/007	1.0		HSH /NBSC Interface Agreement	ICL Pathway
2.	CS/MAN/002	3.0	07/02/00	CS Support Operations Manual	ICL Pathway
3.	CS/MAN/005	3.0	18/02/00	CS Infrastructure Services Operations Manual	ICL Pathway
4.	CS/PRD/021	3.0	13/11/00	ICL Pathway Customer Service Problem Management Process	ICL Pathway
5.	CS/PRD/031	1.0	24/01/00	ICL Pathway Customer Service Business Continuity Management	ICL Pathway
6.	CS/PRD/081	1.0	05/09/00	ICL Pathway End to End Customer Complaint Process	ICL Pathway
7.	CS/PRD/086	0.1		Release Mgt process for Fast-Track Software Release	ICL Pathway

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8.	CS/PRO/048	1.0	15/06/99	NR2 Horizon System Helpdesk Processes and Procedures Description	ICL Pathway
9.	CS/PRO/111	1.0	16/10/00	TPS Reconciliation and Incident Management	ICL Pathway
10.	DE/PRO/015	1.0	25/10/00	ICL Pathway Development Directorate Incident/Defect Management	ICL Pathway
11.	DSP/PLA/HH/008			Horizon System Helpdesk Activities for Call Monitoring	ICL Outsourcing
12.	DSP/PRO/HH/010	1.0	04/06/98	Horizon System Helpdesk Incident Procedures	ICL Outsourcing
13.	PA/PRO/001	7.0	07/04/00	Change Control Process	ICL Pathway
14.	SU/PRO/001	3.0	02/11/98	Horizon System Help Desk Call Routing Table	ICL Outsourcing

0.4 Abbreviations/Definitions

Abbreviation	Definition
A&G	Advice and Guidance
BCM	Business Continuity Manager
BIMS	Business Incident Management System (MSU)
CS	Customer Service
DM	Duty Manager
HSH	Horizon System Helpdesk (ICL Outsourcing)
KEL	Known Error Log (ICL Pathway)
MBCI	Major Business Continuity Incident
MSU	Management Support Unit (ICL Pathway)
NBSC	Network Business Support Centre (PON)
OSD	Operational Services Division (of ICL)
OTI	Open Teleservice Interface
RDT	Reference Data Team (ICL Pathway)
RO	Roll Out
PM	Problem Manager
PO	Post Office
PON	Post Office Networks
RDT	Reference Data Team (ICL Pathway)

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ROHD	Roll Out Helpdesk
SLA	Service Level Agreement
SMC	System Management Centre (ICL Outsourcing)
SSC	System Support Centre (ICL Pathway)
SL	HSH Shift Leader
STSA	Senior Technical Support Adviser
TSA	Technical Support Adviser
UKSS	UK System Service (ICL Outsourcing)

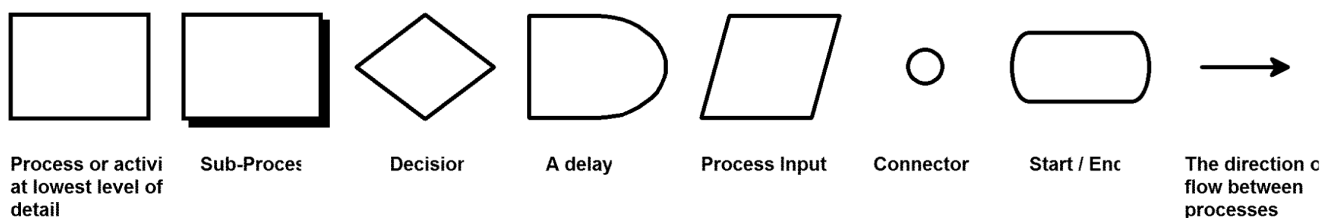
0.5 Changes in this Version

Version	Changes
0.1	First draft
1.0	Updates to all processes based upon comments to version 0.1

0.6 Changes Expected

Changes
Routing from HSH to MSU to change once MSU move from PinICL to Powerhelp

0.7 Process Key



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1 Introduction

Incident Management is a service that encompasses a broad range of teams and functions, and which links into a variety of many other service management disciplines. Incident management within ICL Pathway also has very close links with Incident Management in PON, and there are agreed communications links between the two organisations.

This document details the baseline processes for incident management within ICL Pathway.

2 Scope

Within the document incident management has been broken down to two different levels.

- The first level (Section 3) provides an overview (deployed) of the complete incident management process, highlighting the links between the different levels of support and the support units that exist within each level.
- The next section (Section 4) breaks down of each line of support to lower level details.

Key factors within the processes include the flow of information, and the communication links that exist between the different teams and functions.

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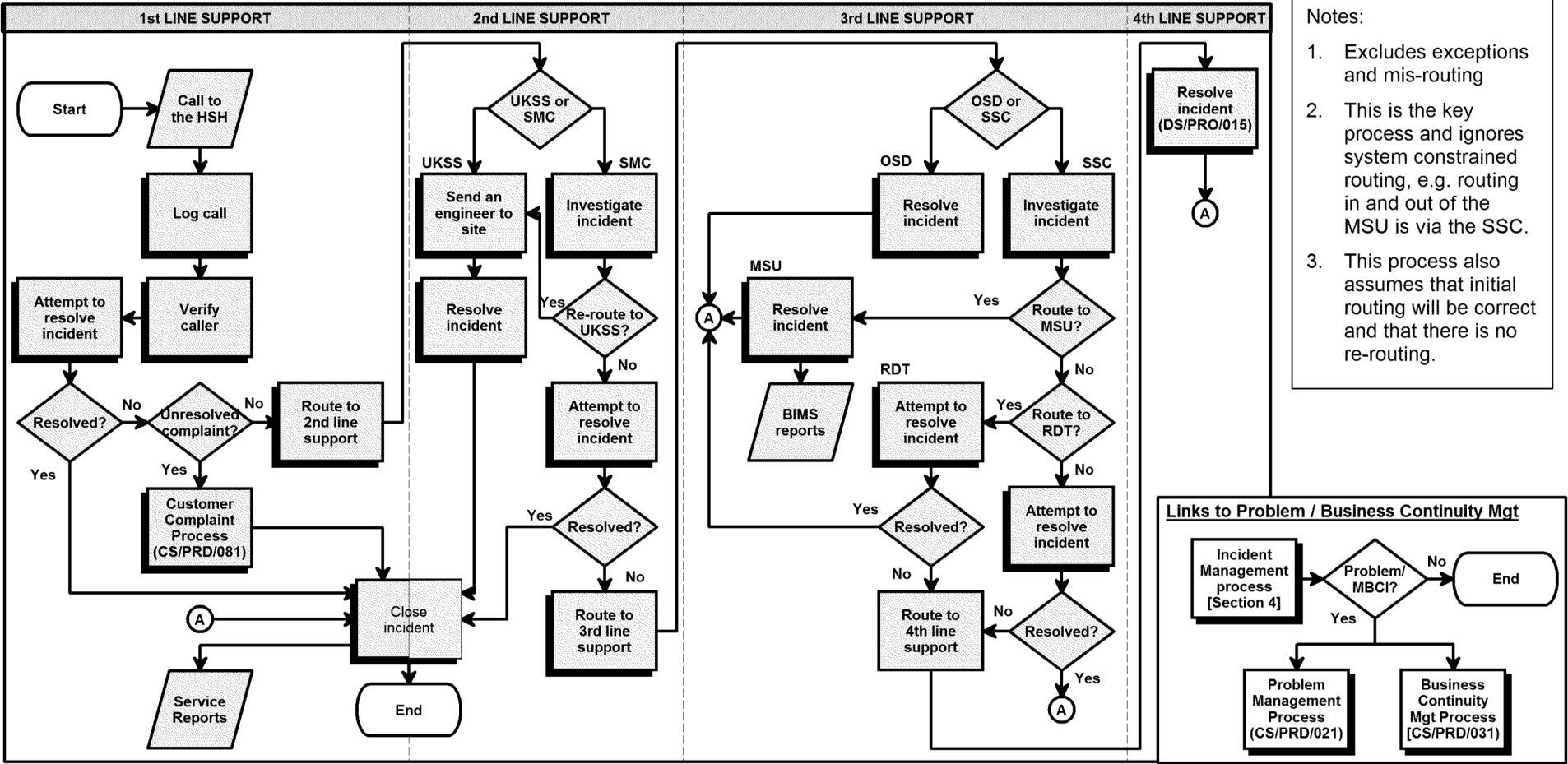
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3 Process Summary



4 Incident Management Process

This section looks more closely into what happens at each level of support, starting with first line support through to fourth line support. Each section will explain the inputs and outputs for each line of support and the activities that are carried out within the support function.

4.1 First Line Support

First line support within ICL Pathway is provided by the HSH.

"The HSH deal with all technical and operational calls related to the ICL Pathway environment or the data feeds into ICL Pathway from PON and their clients. It provides a single point of contact for outlet staff and ICL Pathway operation staff." [Ref.8]

The incident management system used by the HSH is 'Powerhelp'.

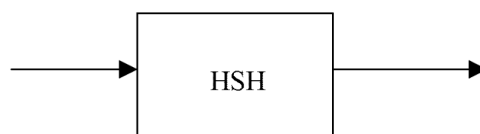
This section looks at:

- ◆ the inputs into the HSH
- ◆ the process activities that the HSH go through on receipt of an input
- ◆ the outputs of the HSH

Inputs

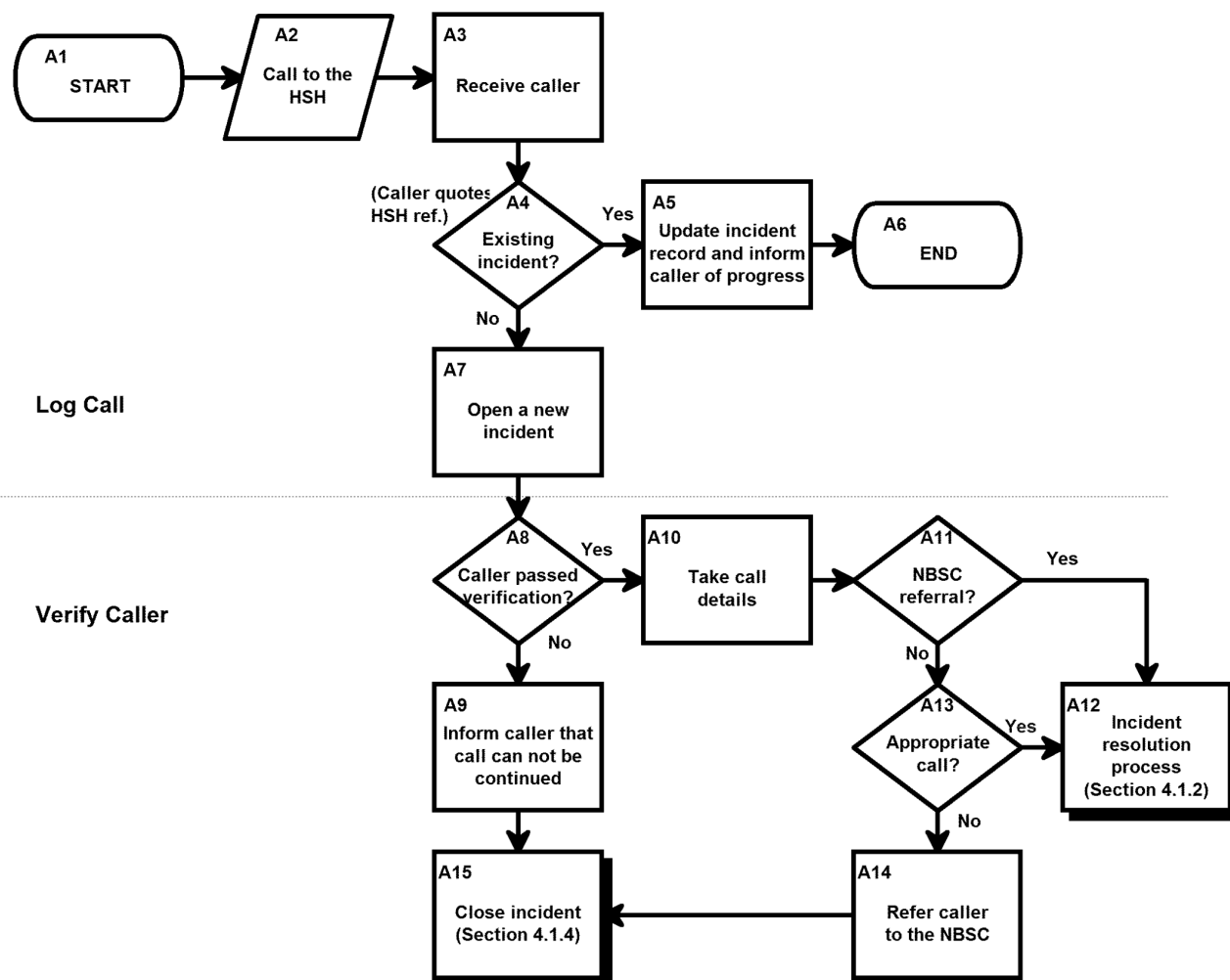
Post Office Sites
NBSC (PON)
PON Clients
All Pathway supporting
organisations
PON business units
Other supporting organisations

HSH Process Activities



Outputs

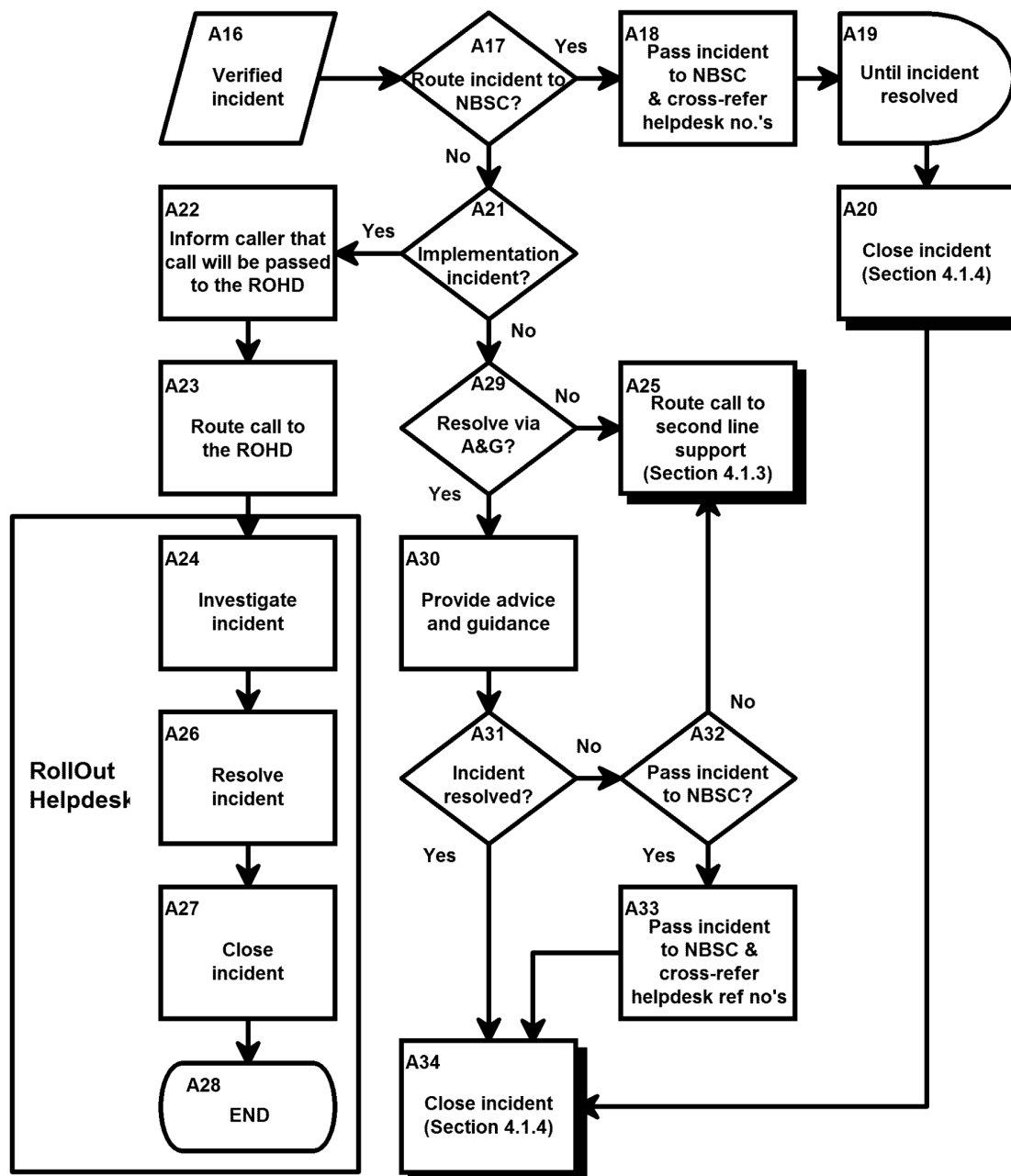
Resolved (Closed) Incident
Passed to NBSC
Routed to SMC
Routed to UKSS
Escalation
Referral to PM/BCM
Routed to Roll Out Helpdesk

4.1.1 Log call and verify

A call to the HSH can derive from a number of sources (see Section 4.1). If the caller is ringing for an update on a particular incident the HSH provide the caller with details of the present situation as indicated within the incident record on Powerhelp.

If the call is a new call the HSH open a new incident record on Powerhelp and then verify the caller [Ref.12]. If the caller fails verification the incident is closed and no further action is taken. If the caller passes verification the HSH take the details of the call.

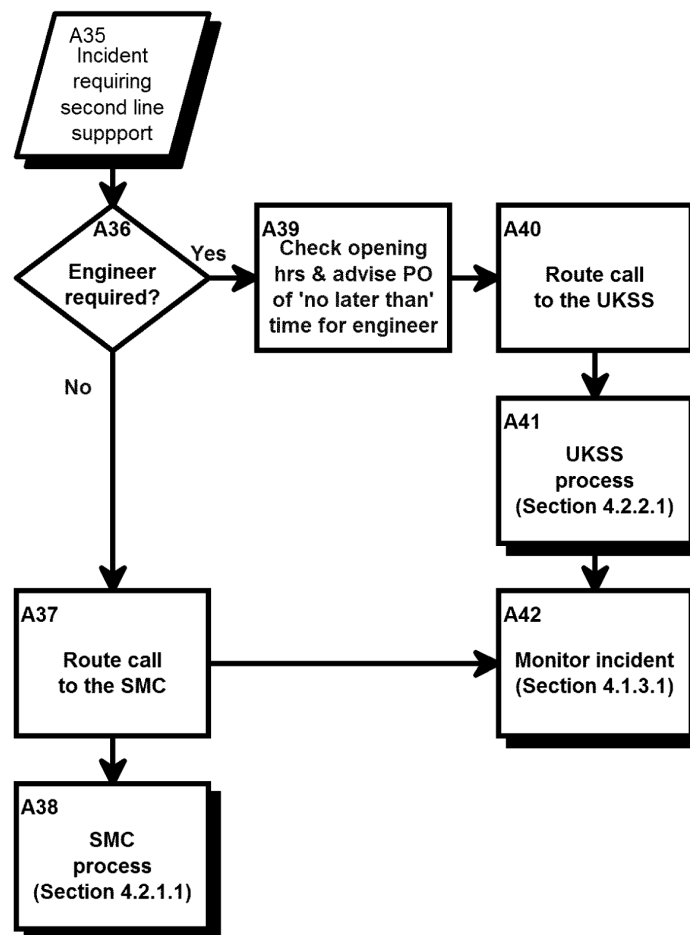
If the HSH determine that the call has come through to the wrong helpdesk, the caller is provided with the details of the NBSC and the call closed. The only exception to this being if the caller has already been referred to the helpdesk by the NBSC, in which case the HSH will progress the incident [Ref.1].

4.1.2 Attempt to resolve

The HSH will decide whether or not the incident requires immediate routing to 2nd line support, or whether or not the call can be resolved via Advice and Guidance. If, after providing Advice and Guidance, the incident is still unresolved, it is routed to 2nd line support.

If the incident has been resolved after providing advice and guidance the HSH close the incident (See Section 4.1.4 for closure process).

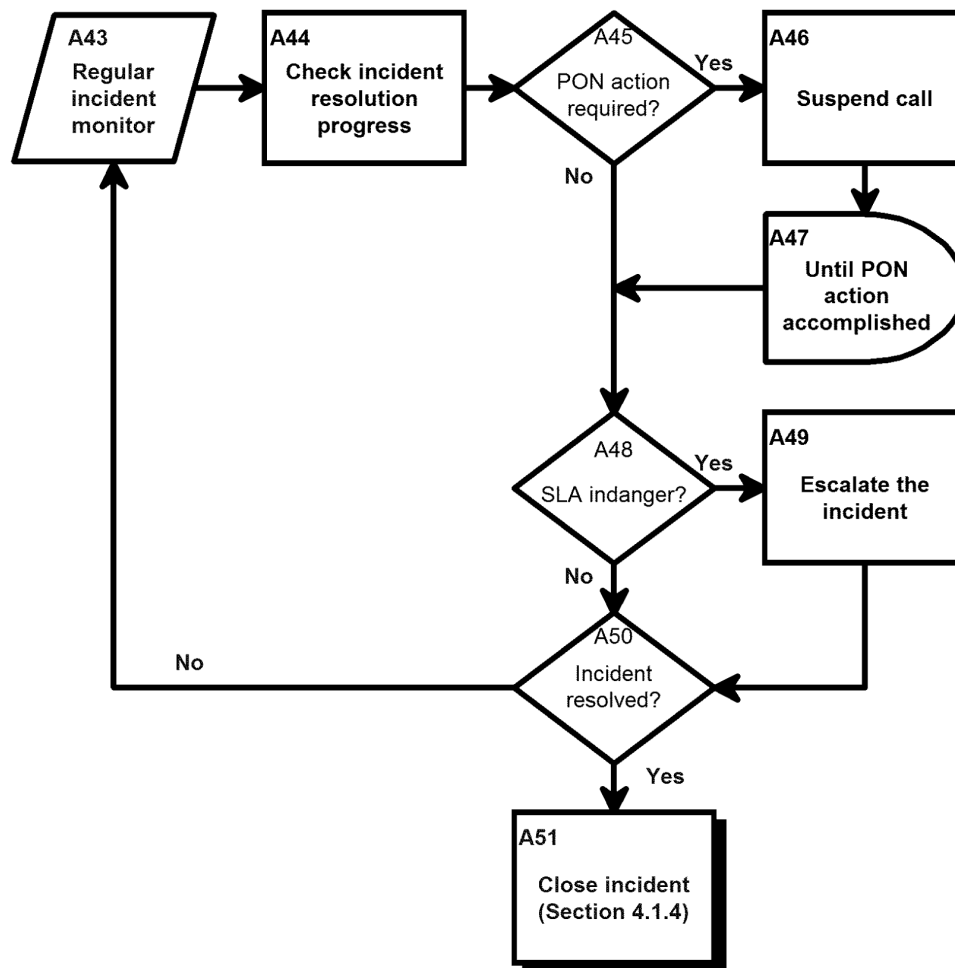
4.1.3 Route incident to second line support



When routing an incident to second line support, the HSH can route the incident to the UKSS (Section 4.2.2.1) if it is determined that an engineer is required on site, or to the SMC (Section 4.2.1.1). See [Ref.14] for routing criteria.

Having routed an incident to second line support the HSH will monitor it until the incident has been resolved and is ready for closure. See Section 4.1.3.1 for the monitoring process.

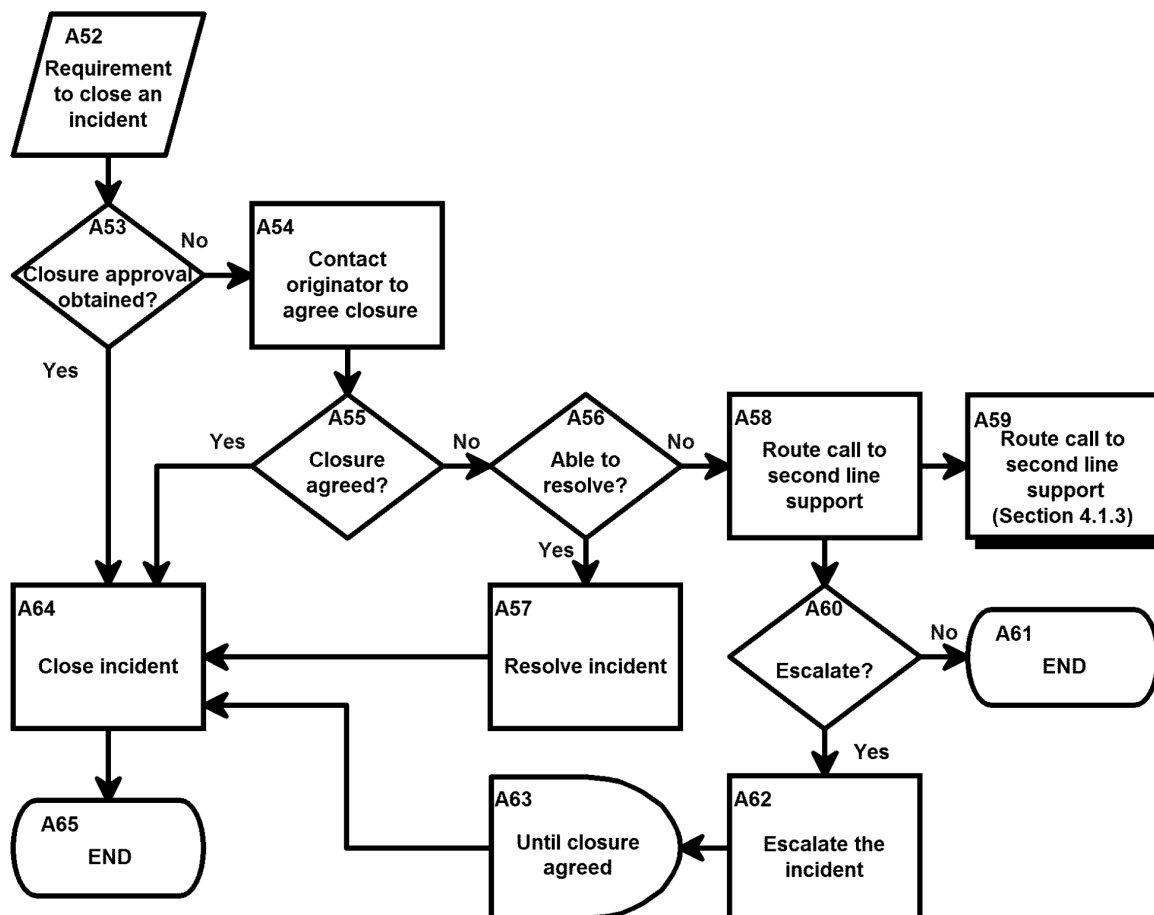
4.1.3.1 Monitoring



The HSH regularly monitor calls that are passed to second line support. If an incident requires action to be taken by PON or one of the outlets, then the call is suspended until the action has been completed. The purpose of this is to stop the SLA clock since ICL Pathway are unable to take action to resolve the incident whilst PON or an outlet need to carry out certain tasks.

If a call is in danger of not meeting its SLA, the incident is escalated.

4.1.4 Closure



A Powerhelp incident can be closed by the HSH or by the SMC. However, before closing an incident, the HSH/SMC check to ensure that, where required, the originator of the call has agreed to close the incident. If agreement has not been obtained, it must be sought.

If agreement is not obtained, the incident may have to be sent back to second line support for resolution if it can not be resolved within first line support. If there is any dispute as to whether the incident has been resolved, the issue is escalated.

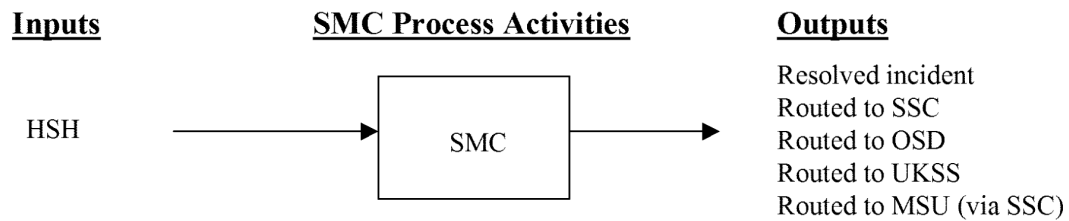
4.2 Second Line Support

Second line support within ICL Pathway is provided by:

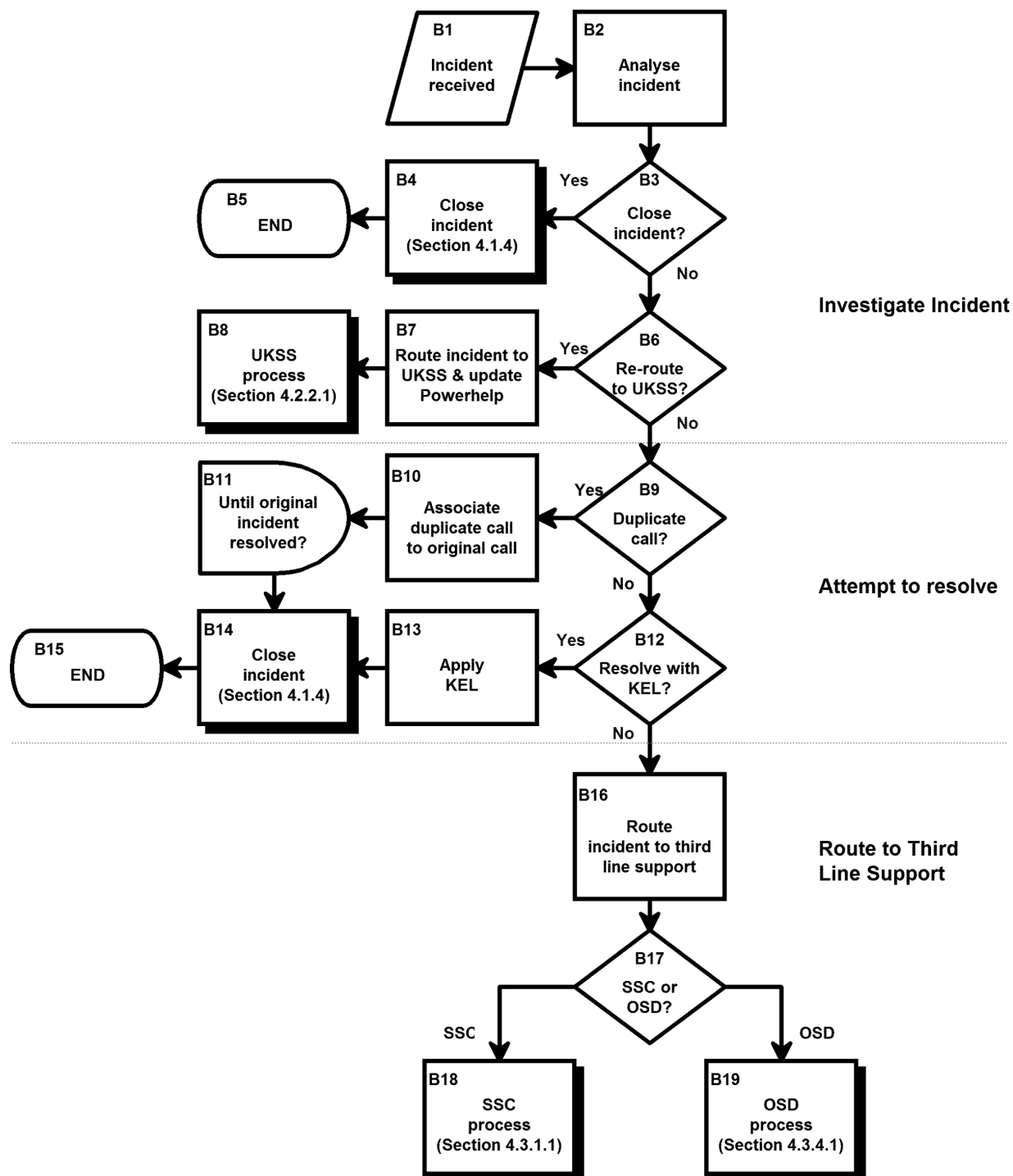
- The System Management Centre (SMC)
- UK System Service (UKSS)

4.2.1 The System Management Centre

The System Management Centre (SMC) provides second line support to the HSH, and also use Powerhelp as their incident management system.



4.2.1.1 SMC Incident resolution / routing



On receipt of an incident, and after having analysed it, the SMC can either:

- Resolve the incident with a KEL.
- Determine that the incident is a duplicate call and link it to the original.
- Decide that the call requires a UKSS engineer to visit the site (Section 4.2.2.1).
- Or, failing any of the above, route the call to Third Line Support for further investigation, either the SSC (Section 4.3.1.1) or OSD (Section 4.3.4.1).

In some cases, following analysis, the SMC will be able to close the incident (Section 4.1.4). This happens in situations where an incident has been routed back to the SMC, from either UKSS or third line support, for closure.

In other cases, the SMC may be required to carry out checks on an incident returned for closure, to ensure that it has been resolved. If the incident fails the checks, it is routed back to the appropriate support unit for further analysis.

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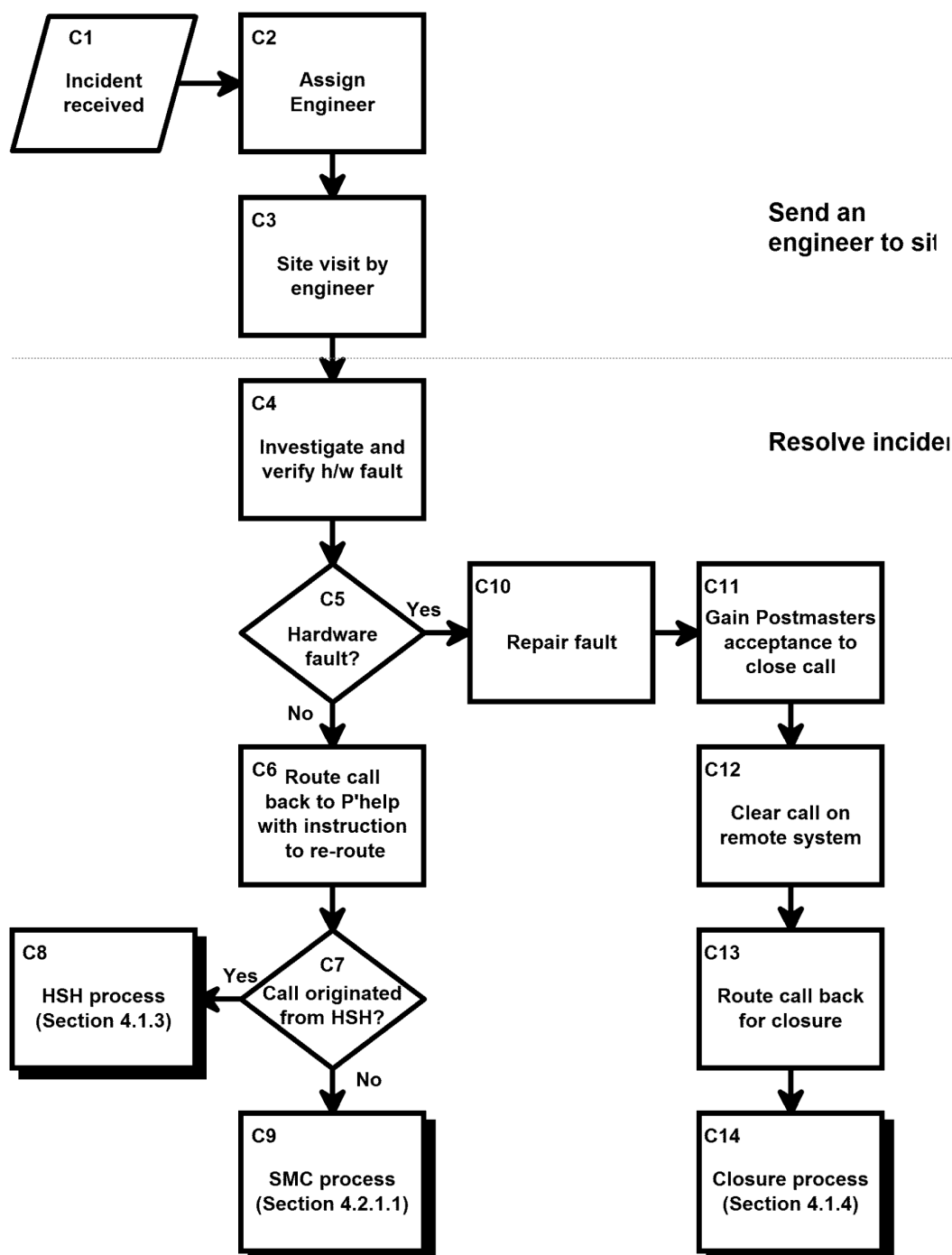
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4.2.2 The UKSS

The UKSS provide engineer support for the Horizon system hardware at the Post Office outlets via second line support to the HSH and the SMC.



4.2.2.1 UKSS Incident management

There is an OTI link between Powerhelp and the systems used by UKSS for incident management. Once an incident is routed to the UKSS an engineer is automatically assigned to the call.

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Having been assigned an incident the UKSS engineer visits the affected site. If, on investigation, the engineer determines that no hardware fault exists, the call is routed back to Powerhelp to be re-routed for resolution appropriately.

If the incident is confirmed as a hardware fault, the engineer carries out the necessary repairs. Once the work has been completed, in order to close the incident, the engineer must have acceptance from the Postmaster that the fault has been repaired. This is done via the Postmaster signing an acceptance card (SVR card). The engineer clears the call on their remote system.

Clearing the call on the remote system routes the incident back to Powerhelp to indicate that the call has been resolved and can be closed.

4.3 Third line support

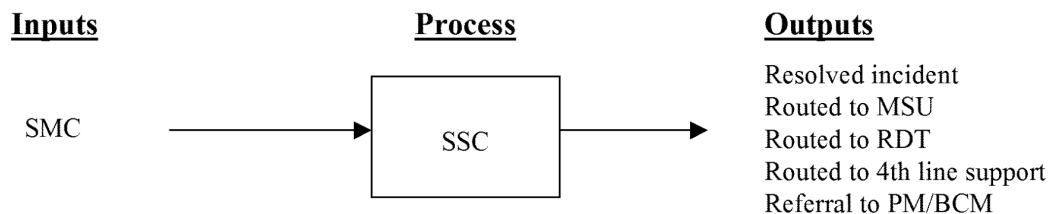
Third line support is provided by:

- The System Service Centre (SSC)
- Outsourcing Services Division (OSD)
- The Management Support Unit (MSU)
- The Reference Data Team (RDT)

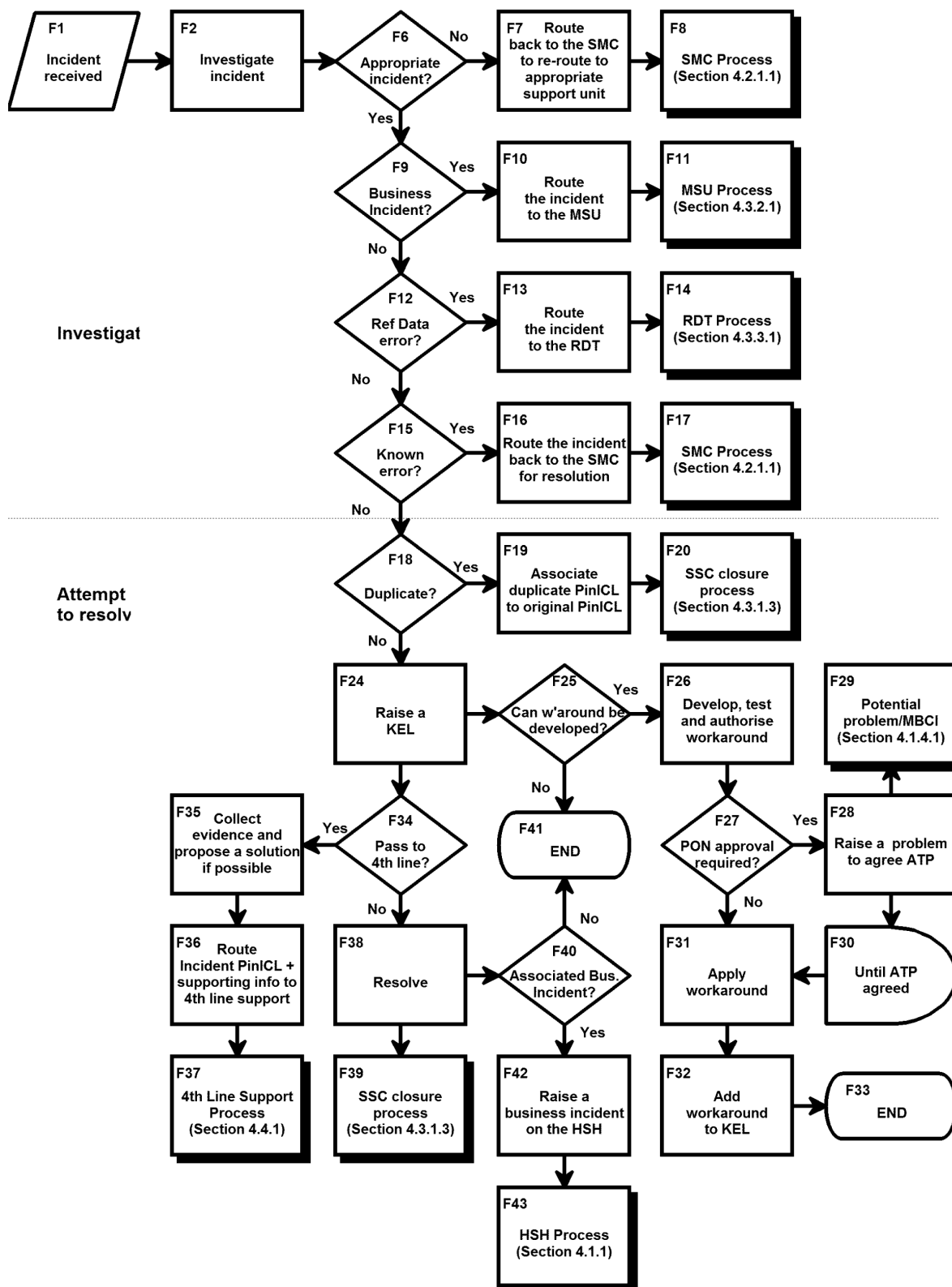
4.3.1 The System Service Centre

"The aim of the SSC is to provide a support capability to Pathway that resolves technical problems in the minimum time and with the minimum amount of disruption to the service. The SSC aims to provide a centre of technical expertise for Customer Service, providing technical advice, guidance, and expertise relating to all parts of the Pathway system". [Ref.2]

The SSC uses PinICL as its incident management system and diagnostic database.



Note: For further information about the SSC see [Ref.2].

4.3.1.1 SSC Incident Management process

There is an OTI link between Powerhelp and PinICL (the incident management system used by the SSC). On receipt of an incident PinICL the SSC investigate the incident.

If on investigation the SSC determine that:

- The incident was incorrectly routed, it is passed backed to the SMC to route to the appropriate support unit (Section 4.2.1.1).
- The incident is a business incident, and not system related, it is routed through to the MSU (Section 4.3.2.1).
- The incident is a reference data incident it is routed through to the Reference Data Team (Section 4.3.3.1).
- The incident is a known error, it is passed backed to the SMC to deal with (Section 4.2.1.1)
- The incident is already known, i.e. it is a duplicate incident, the SSC associate the duplicate PinICL to the original PinICL and close the duplicate PinICL. Go to Section 4.3.1.3 for the SSC closure process)

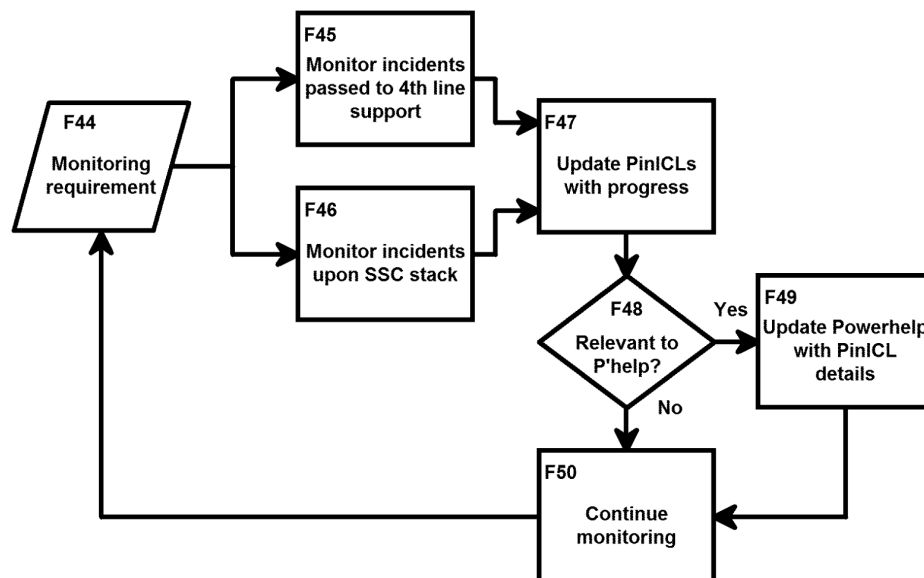
If the none of the above apply, the incident is either resolved by the SSC or routed to 4th line support for resolution. However, a decision first has to be made as to whether a business incident is associated with the incident being dealt with. If so, the SSC will raise a new business incident with the HSH (Section 4.1.1).

The SSC raise a KEL for incidents that they have not come across before and require further work and time before they are resolved. This is then used by the SMC to stop duplicate incidents being sent through to the SSC.

If a workaround can be developed, it is added to the respective KEL to be used as required. If the workaround requires agreement from PON, a Problem is raised to obtain the agreement.

If the incident can not be resolved by the SSC, it is passed to 4th line support (Section 4.4.1) for resolution. If the SSC can resolve the incident, the appropriate actions are taken until the incident is ready for closure (Section 4.3.1.3).

4.3.1.2 Monitoring and Updating



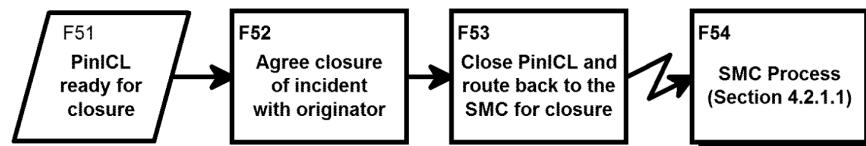
The SSC monitor all the incidents passed to them through to closure. The monitoring function extends to those incidents that are awaiting resolution on the SSC's incident stack and those incidents that are passed to 4th line support for resolution.

The SSC update the incident PinICL with regular progress reports on the status of the incident resolution.

If the update is relevant to the HSH/SMC it is passed backed to the Powerhelp system.

The monitoring function is a continual operation.

4.3.1.3 Closure



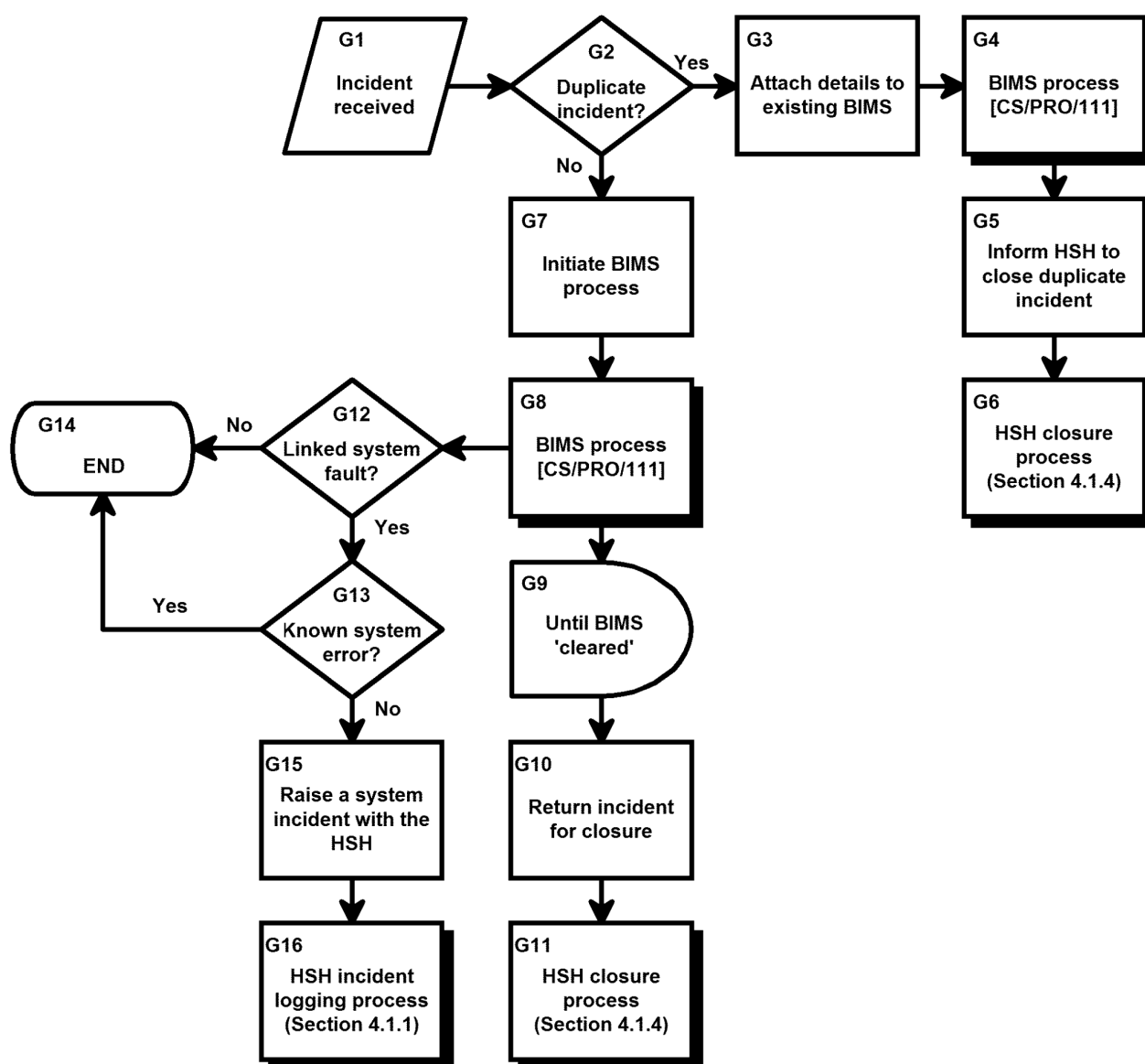
Once the SSC has resolved an incident, or received an incident back from 4th line support for closure, the PinICL can be closed. The SSC contact the originator of the incident to agree that it can be closed.

Once agreement for closure has been reached, the SSC close the incident PinICL. The incident is then returned back to the SMC (Section 4.2.1.1).

4.3.2 The Management Support Unit

"Reconciliation [business] incidents may arise for a number of different reasons. In all cases there is a mismatch between the information held in different parts of the ICL Pathway system. The task of the Management Support Unit (MSU) is to investigate and financially resolve reconciliation incidents. If a similar reconciliation incident occurs a number of times, the MSU identifies it as a problem incident to be managed through the problem management process."[Ref.3]

4.3.2.1 The MSU Incident Management Process



Currently, all MSU incidents are received via the SSC.

If on investigation the MSU notice that the incident is a duplicate, the details of the duplicate incident are added to the existing BIMS report [Ref.9], and the duplicate incident is closed.

If the incident is new, the MSU log the details into the BIMS/MER report [Ref.9].

If it is not a duplicate incident the MSU initiate the BIMS process [Ref.9]. This is the process used by the MSU to deal with the business incident. Once the reconciliation details have been obtained by the MSU to settle the business fault with PON (i.e. the BIMS has been 'cleared'), the incident can be closed.

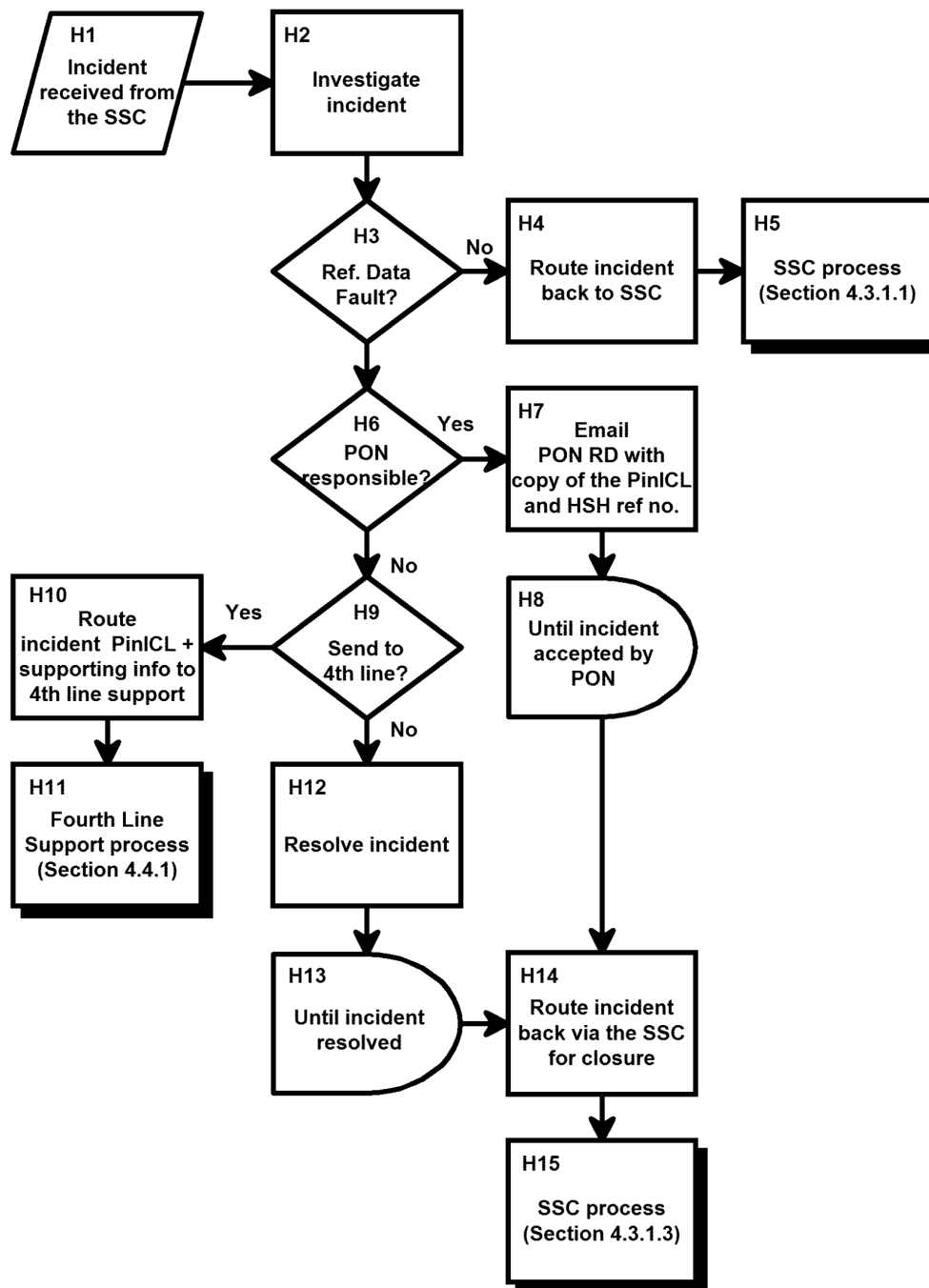
If the MSU identify that a system fault is linked to the business incident, and that the system fault has not yet been raised as an incident, the MSU will raise a system fault with the HSH.

Note: MSU contact to the HSH is via the SSC.

4.3.3 The Reference Data Team

Reference Data related incidents are routed through to the Reference Data Team (RDT) for analysis and resolution. As with the SSC, the RDT use PinICL as their incident management system.

4.3.3.1 The RDT Incident Management Process



RDT investigate the incident routed to them by the SSC, and check to ensure that the incident is a reference data fault. If it is not, it is routed back to the SSC for further investigation (Section 4.3.1.1).

If the incident is confirmed as a reference data fault, RDT decide whether PON are responsible for its resolution. If so, RDT send the appropriate PON team an email, which includes a copy of the PinICL and the HSH incident reference number, requesting the PON team to resolve the incident. Once PON have replied to the RDT and accepted responsibility for resolution, RDT send the PinICL incident back, via the SSC, for closure (Section 4.3.1.3).

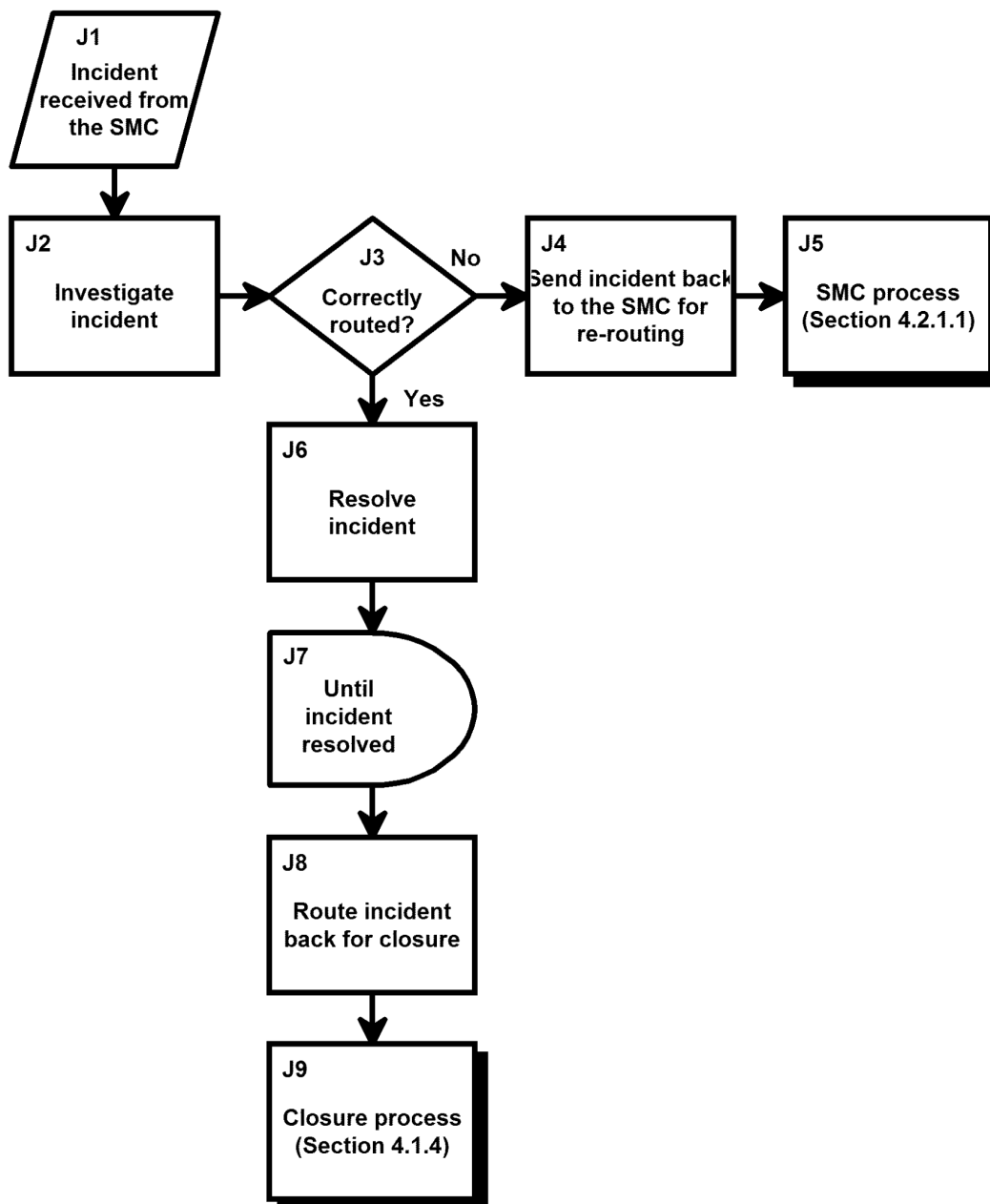
If ICL Pathway is responsible for resolution, RDT decide whether they are able to resolve the incident, or if it must be routed through to 4th line support for resolution. If the incident requires resolution by 4th line support RDT route the incident via PinICL to 4th line support (Section 4.4.1).

If RDT are responsible for resolution, they initiate procedures to resolve the incident. Once the incident is resolved, it is sent back via the SSC, for closure (Section 4.3.1.3).

4.3.4 ICL Operational Services Division (3rd line support)

OSD provide the same level of third line support as the SSC. The difference being that in general the SSC provide 3rd line support for software incidents, whereas the OSD, in general, provide 3rd line support for network and central system related incidents.

4.3.4.1 OSD Incident Management Process



On receipt of an incident from the SMC, OSD investigate the incident.

On occasion the OSD may determine that the incident has been incorrectly routed, and is not an incident that the OSD can resolve. If this is the case the incident is routed back to the SMC for re-routing, informing them as to where the incident should be sent for resolution (Section 4.2.1.1).

If the incident does belong within OSD, the appropriate measures are taken to resolve the incident.

Notes

i. OSD 3rd line support is split into different units. The SMC is able to route an incident to one of four of the OSD units. These are known as:

CFM1 (Unix/NT)

CFM3 (Networks)

CFM5 (Service Management)

CFM6 (VME)

ii. OSD also use 4th line support resource if they are unable to resolve an incident themselves. However, since OSD are a supplier to ICL Pathway, links to OSD's 4th line support are not dealt with within this document.

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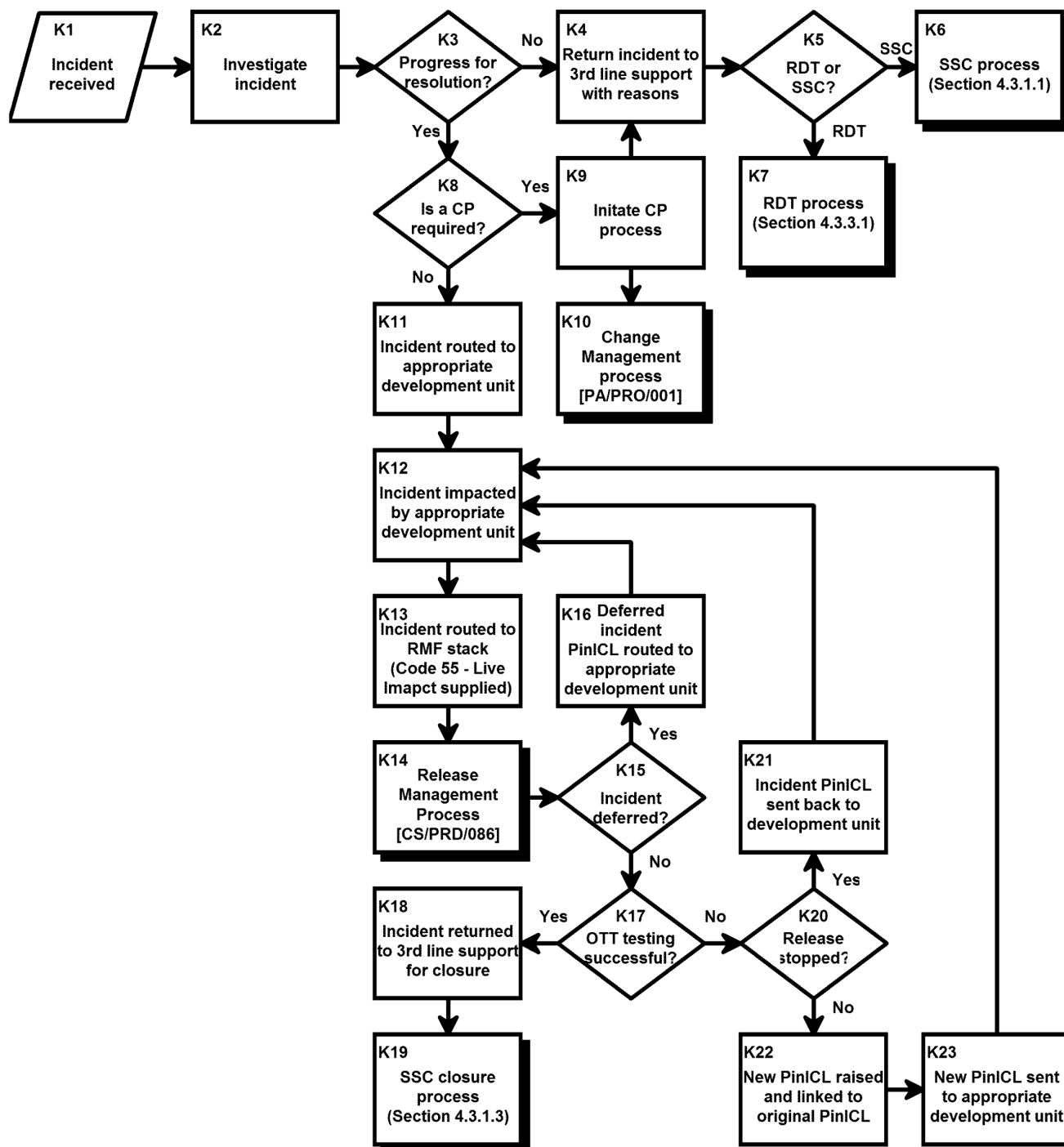
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4.4 Fourth Line Support

Fourth line support is the final level of support within the ICL Pathway incident management process. If an incident is routed through the first three levels of support, it is resolved by fourth line.



4.4.1 Fourth line support incident management process

On receipt of an incident, 4th line support initiate investigation procedures [Ref.10]. In some cases, 4th line may be able to resolve the incident without the need for any development, or they may decide that the incident does not require progression through fourth line. If so, the incident is routed back to 3rd line support detailing the action to be taken to resolve the incident.

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If a CP is required, the Change Management process is initiated and the incident PinICL returned to 3rd line support.

If a CP is not required, the incident is sent to the appropriate development to impact. Once impacted the Release Management Process takes over [Ref.7]. The incident is returned to 3rd line support once testing has proved to be successful.

5 Incident Management links to Problem / Business Continuity Management

An incident can lead to a Problem [Ref.4] or a Business Continuity Incident [Ref.5] being raised.

At any stage in the incident management process, within any line of support, a problem can be raised. In most cases a problem will be identified at first line support through the identification of a trend of similar incidents or a single incident.

When raising a problem or a business continuity incident, the Customer Service Duty Manager is paged. The Duty Manager (DM) determines if a problem or business continuity incident exists and takes the appropriate action. If the DM determines that neither a problem or business continuity incident exist, the originator is informed and no further action taken.

