ITS Incident Management Process

Legend:

LDSD – LanDesk Service Desk

Process Actions – LDSD terminology for actions that are required to progress the LDSD Incident down the workflow (i.e. “Assign to Self”).

Optional Actions - LDSD terminology for additional information attachable to LDSD Incident. The actions do not move Incident down the workflow. Throughout the life of the Incident, analyst can add additional information (Optional Actions) to each Incident as needed (i.e. Add Note, Add Attachment, Create Reminder (Email), Create Child Incident, Add Parent/Child Incident and etc.).

Incident Record raised can be:
- Service Fault
- Service Request
- Operational Project.

1. Incident Logging
Logging methods:
- Manually created by analyst (i.e. via phone)
- System generated (i.e. Self Service or Email)

Incident Information:
- Mandatory – must provide in order to save the ticket (i.e. name, category, summary, etc.)
- Optional – can leave as blank. Not required.
- Automatically populated – once the mandatory fields are completed, the system will automatically populate related information as programmed (i.e. contact information, etc.).

2. Resolve on Creation?

3. Category identifiable?

4. Incident auto assigned to relevant group

5. Incident assigned to Service Desk As “not yet categorised”

6. Auto email notification sent to End User and Assigned Group

7. Group Member takes ownership by “Assign to Self”

8. Auto Email notification sent to End User confirming Incident in the work

9. Incident needs Child Incident?

10. Analyst performs work to resolve Incident

11. Create Child Incident (s) for appropriate group(s)

12. Email Notification sent to each Assigned Group

13. Group member takes ownership of Child Incident(s) by “Assign to Self”

14. Analyst performs work to resolve Incident(s)

15. All Child Incident(s) resolved?

16. Resolve Parent Incident

17. Auto Email Notification sent to End User confirming Incident being resolved

18. End User rejects resolution (in 10days)?

19. LDSD automatically close Incident after 15days

20. Needs RFC?

21. Change Management Process

Yes

Close with RFC

No

Close