

Service Description

Updated as of 2015-08-10

Service Category:	Professional Services
Service Name:	Management of Information Technology Incidents and Requests
Service Owner:	Director of Service Management and Campus Technology
Process Manager:	Manager of Campus Technology Services

Description:

Information Technology Services (ITS) provides a single point of contact for reporting incidents (*when some information systems, online service or device is unavailable or malfunctioning*) and submitting routine requests (*e.g. increases to quotas for printed pages, assistance with placing orders for computers, new employee setups, etc.*).

Features and Benefits:

- Incidents may be reported and requests may be submitted face-to-face, online or over the telephone through a single service that handles all the necessary logistics associated with intake, triage and resolution/fulfillment.
- Each incident or request is assigned a service number so you can follow the process from logging to completion.
- Self-service access to online information is available for reporting incidents and submitting requests any time of the day, and any day or the week or to check on the status of an incident or request.
- Incidents are resolved and requests are fulfilled through a consistent process that provides response, escalation (if necessary) and communication based on assigned priority and service level targets.
- Emergency response is provided any time of the day, and any day or the week for incidents that cause the complete loss of entire information systems, interfaces and/or network services – either campus-wide or within a building (*as outlined in the “Emergency Response Support for Critical Information Systems, and Network Services – Guidelines, Policies and Procedures” documentation*).

Included:

- Access to knowledgeable student workers and full-time staff with Information Technology Infrastructure Library (ITIL) foundations certification who are trained on how to record, classify, investigate/diagnose and resolve incidents and requests using the University’s Information Technology Services Management system.
- Full support is provided by ITS personnel during “normal business hours” (*defined as 8:00 AM Eastern Time to 5:00 PM Eastern Time Monday through Friday - except for observed holidays*) and more limited but extended service desk only “after hours support” is provided during the academic year (*defined as 5:00 PM Eastern Time to 1:00 AM Eastern Time Monday through Thursday, Saturdays 9:00 AM Eastern Time to 5:00 PM, and Sundays 1:00 PM Eastern Time to 1:00 AM Eastern Time Eastern Time - except for observed holidays*).
- Response to incidents and requests are prioritized based on the urgency and scope of impact.
- Incidents and requests are escalated to individuals, teams or third parties when there is a need for additional technical expertise (*functional escalation*) and escalated to more senior levels of management when there is a need to inform them of a critically important issue and/or involve them to assist with a response (*hierarchic escalation*) – well in advance of the target time interval for resolution/fulfillment.

Eligibility:

Students, faculty and staff are eligible for this service.

Procedure for Reporting Incidents and Submitting Routine Requests:

Incidents may be reported and requests made face-to-face, online or over the phone:

1. Through our online portal by visiting www.framingham.cherwellondemand.com
2. By emailing IT@framingham.edu
3. In person by visiting the Technology Resource Center in Whittemore Library or the Hemenway Service Desk in Hemenway Hall G20
4. Over the phone by calling 508-215-5906
5. Afterhours Blackboard support by calling 844-718-1602

Incidents and requests are documented, triaged, tracked and resolved or fulfilled using the IT service management system.

Prerequisites:

- Basic information must be provided in order to submit a request that can be fulfilled.
- Basic information must be provided in order to properly instigate/diagnose an incident and resolve it.
- The person reporting the incident or submitting the request must be available to answer questions and (if needed) be able to work with ITS representatives and/or third parties in order to reach target time interval goals for resolution/fulfillment.

Related Documentation:

- Emergency Response Support for Critical Information Systems, and Network Services – Guidelines, Policies and Procedures

Service Targets:

Target time intervals to initially respond to all incidents and requests that are *not immediately resolved during first contact*:

- Initial Response (*During an Emergency*): Return phone call 30 minutes of the reported incident.
- Initial Response (*During Normal Business Hours*): Return phone call or E-mail message within 4 hours of the reported incident or request.
- Initial Response (*After Normal Business Hours*): Return phone call or E-mail message before the end of the next business day of the reported incident or request.

Target time intervals for escalating incidents and requests based on priority if *not resolved during the initial response*:

Priority Designation	Functional Escalation	Hierarchical Escalation
Critical	Assign to a tier 1 technician within 2 hours of the reported incident or request. Assign to a tier 2 technician within 4 hours of the reported incident or request.	Notify the CIO and ITS Directors immediately following the initial response.
High	First responder escalates and assigns to a tier 1 technician within 2 hours of the initial response. Tier 1 technician escalates and assigns to a tier 2 technician within 4 hours of the initial response.	Notify the ITS Directors immediately following the initial response. Notify the CIO if not resolved/fulfilled within 8 hours

Moderate	First responder escalates and assigns to a tier 1 technician within 24 hours of the initial response.	Notify the appropriate ITS Director immediately whenever escalated.
	Tier 1 technician escalates and assigns to a tier 2 technician within 36 hours of the initial response.	Notify the CIO if not resolved/fulfilled within 48 hours or as scheduled by then.
Normal	First responder escalates and assigns to a tier 1 technician within 48 hours of the initial response.	Notify the appropriate ITS Director immediately whenever escalated.
	Tier 1 technician escalates and assigns to a tier 2 technician within 60 hours of the initial response.	Notify the CIO if not resolved/fulfilled within 72 hours or as scheduled by then.

Target time intervals for **communicating** the status of incidents and requests *following initial response until it is resolved/fulfilled*:

Priority Designation	External Communication	Internal Communication
Critical	Send an announcement within 2 hours of the reported incident or request. Provide status update announcements every 2 hours . Send a final announcement within 30 minutes of the resolution.	Update the CIO and ITS Directors every 90 minutes or prior to sending any general update announcements including the final resolution.
High	Send an announcement within 2 hours of the initial response. Provide status update announcements every 4 hours . Send a final announcement within 30 minutes of the resolution.	Update the CIO and ITS Directors every 2 hours or prior to sending any general update announcements including the final resolution.
Moderate	Update sent within 2 hours of escalation and/or fulfillment/resolution via the ITSM system.	Updates via the ITSM system including final resolution.
Normal	Update sent within 2 hours of escalation and/or fulfillment/resolution via the ITSM system.	Updates via the ITSM system including final resolution.

The target time interval to repair the root cause of incidents OR implement a workaround, and fulfill requests OR schedule a date for completion:

Priority Designation	Resolution/Fulfillment Target
Critical	Immediate response within 30 minutes of the reported incident or request with the goal of resolving within 4 hours.
High	Response within 4 hours of the reported incident or request during normal business hours (or at the start of the next business day after normal business hours) with the goal of resolving within 2 business days.
Moderate	Response within 1 business day of the reported incident or request with the goal of resolving within 5 business days.
Normal	Response within 2 business days of the reported incident or request with the goal of resolving within 10 business days.

NOTE: "Priority Designations" are determined as a function of **urgency** and **impact** as follows:

v Urgency Impact >	Campus-wide	Classroom	Building	Department	Single Individual
Work Stopped	Critical	High	High	High	High
Partial Functionality	High	High	Moderate	Moderate	Moderate
Work Around Exists	High	Moderate	Moderate	Normal	Moderate
Work Unaffected	Normal	Normal	Normal	Normal	Normal