



DPC/S4.44

ACROSS GOVERNMENT STANDARD

# Incident Management Process

## Purpose

The purpose of this document is to describe the Incident Management process to be used by all South Australian Government Agencies and Suppliers when undertaking Incident Management within the StateNet Services environment.

## Scope

This standard applies to all South Australian Government Public Sector agencies, Suppliers and Office for the Chief Information Officer (OCIO) staff that undertake incident management within the StateNet Services environment (as defined in [ICT Policy Statement 1 – Compliant Authorities](#)).

## Standard Detail

The StateNet Services Incident Management Process will oversee the management of incidents affecting the State, Agencies and Suppliers for services listed in the [Services Catalogue](#).

All incidents are 'owned' by the Across Government Service Desk. Incident management assigns tasks to defined groups and individuals to resolve identified incidents.

## Incident Management Concepts

An incident is defined as an unplanned interruption to an IT service or reduction in the quality of an IT service or a failure of a Configuration Item (CI) that has not yet impacted on an IT Service.

Incident management is the process responsible for managing the lifecycle of all incidents.

## Benefits

This process enables:

- the ability to reduce unplanned labour and costs caused by incidents
- lower downtime to the business resulting in higher availability
- identification of potential improvements to services
- identification of additional service or training requirements.

## Priorities

Incident priority is determined by a number of factors:

- Contractual requirements
- Impact/scope of the incident (how many end users/agencies does it affect)
- Political ramifications
- Operations
- Urgency

Incidents are allocated a priority defined by identifying impact and urgency. The priorities range from 1 being the highest to 4 being the lowest. Multi-site incidents will normally be priority 1 or 2 and are reported at the Operational Review Meeting (ORM).

Incident priority may also be defined through contractual agreements with suppliers. There may be P1 incidents of a single site nature that are reported and managed to an appropriate group of stakeholders.

## Incident Management concepts

The Across Government Service Desk provides first level Incident Management for a range of services. These incidents are generally single user or single site incidents.

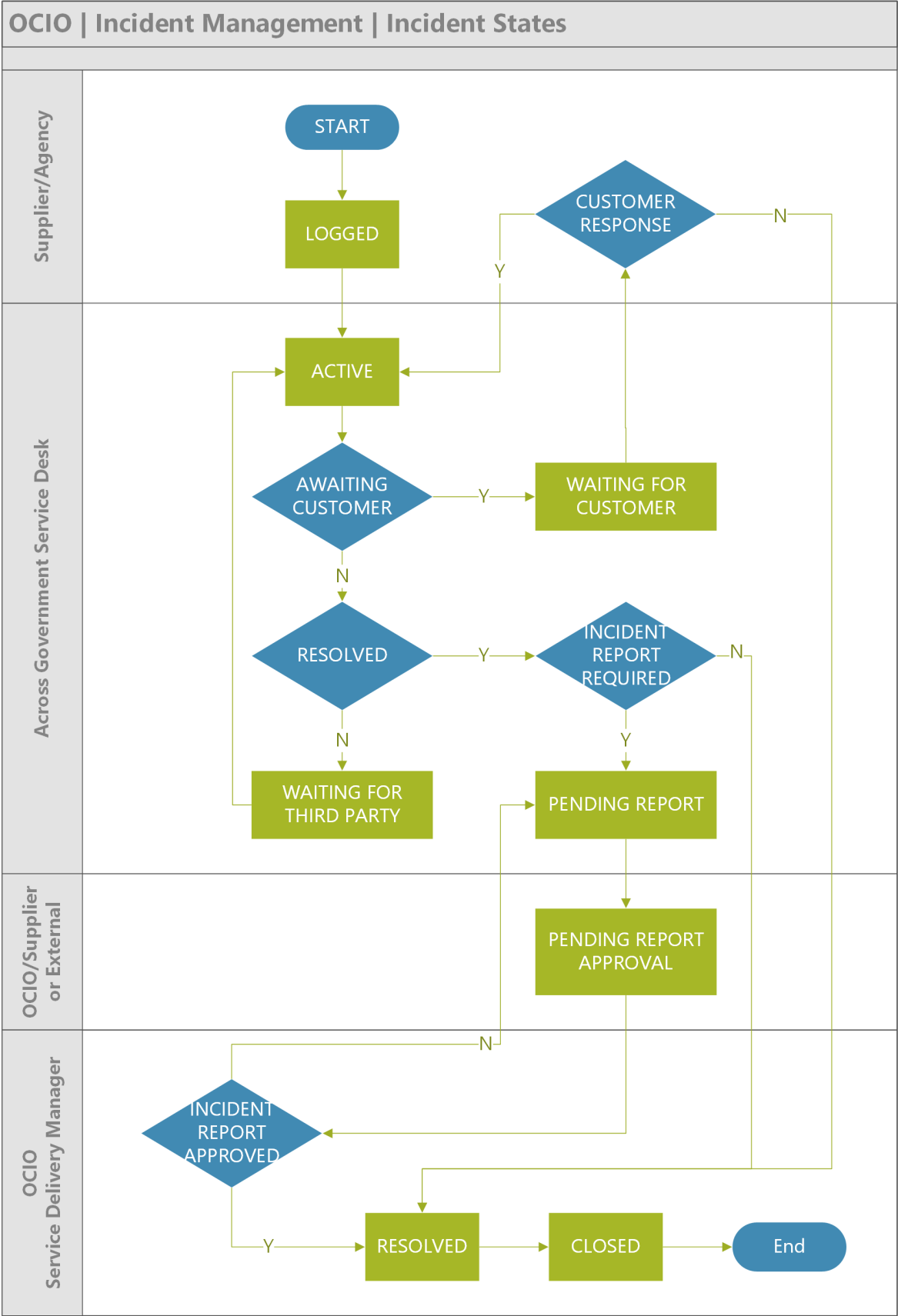
The Across Government Service Desk provides second level Incident Management via Agency Service Desks for a range of services. These incidents are also generally single user or single site.

The Across Government Service Desk provides a communication and coordination function within Incident Management for multi-site incidents. This category of incident is reported to the supplier by the agency or identified by the suppliers themselves (including the Across Government Service Desk). They are raised in the Service Management tool. The Across Government Service Desk takes ownership for ensuring that incidents are progressing and updates are provided in a timely manner.

Post Incident Report – A report produced after the resolution a major incident that analyses how the Across Government Service Desk and/or suppliers involved in an incident handled the incident as it progressed.

Incident Model – A way of predefining the steps that should be taken for handling particular types of incidents (those that are not new, have occurred in the past and are likely to occur in the future).

Process



## Roles and responsibilities

	Process State	Description	Agency	Supplier	Across Government Service Desk	StateNet Service Delivery Manager
1	Logged	<p>This is the status assigned to an incident when logged using the supplier templates in the supplier role.</p> <p>The supplier logs the incident and when saved it appears in the queue for Service Desk who then accept it to the next status.</p>	X	X		
2	Active	<p>This status is assigned when the Service Desk logs or accepts an incident.</p> <p>When the Service Desk accept an incident logged in the tool by a supplier, they assign an owner and add a task for the Service Manager or supplier if the incident is not resolved by the Service Desk.</p>			X	
3	Waiting Customer	This status is assigned when the Service Desk or Service Manager requires more information from the end user or supplier to progress.			X	
4	Waiting for Third Party	This status is assigned when the Service Desk is waiting for action by a third party.			X	
5	Resolved	This status is assigned when services have been restored or the configuration items have been restored to a functioning state. Further work may occur in the resolved status, but it does not affect the services.			X	
6	Closed	This status is the final status in the Incident Management Process. Once this status is assigned the incident cannot be reopened.			X	

## Document Control

ID	B1169650
Version	V1.1
Classification/DLM	Official
Compliance	Mandatory
Original authorisation date	5 May 2015
Last approval date	18 November 2021
Next Review date	November 2023

### Licence



With the exception of the Government of South Australia brand, logos and any images, this work is licensed under a [Creative Commons Attribution \(CC BY\) 4.0 Licence](#). To attribute this material, cite the ICT and Digital Government, Department of the Premier and Cabinet, Government of South Australia, 2017.