VIRGINIA TECH™

OVERVIEW OF MAJOR INCIDENT PROCESS FOR DCSS

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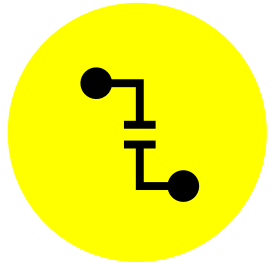
OBJECTIVES

1. What is a Major Incident?
2. Summary of the goals and steps in the Major Incident process.
3. **Identifying an incident as a potential major incident.**
4. Responsibilities and roles for the Major Incident Process/ Communication Paths.
5. Tabletop exercises and continuous improvement.

What is a Major Incident?

CORE SERVICE



INCIDENT

MAJOR INCIDENT

CRITICAL SERVICE

PROBLEM

MAJOR INCIDENT PROCESS

Main steps of the process

1. Identification
2. Mitigation and communication
3. Resolution
4. After Action Review (AAR)

Identification
Triggers for Major Incident Proposal

- Core or critical Service
- Impact and urgency is high priority or critical
- Cause of many incidents or potential cause to many incidents
- Indicators of an outage or degradation
- Time critical business processes are disrupted

Prioritization Matrix		Urgency			
		Critical	High	Normal	Low
Impact	University	P1	P1	P2	P4
	Multiple users/building(s)	P1	P2	P2	P4
	Single User	P2	P2	P3	P4

Roles and Responsibilities

All Roles
4Help
Frontline IT support

Identify	Identify a major incident
Propose	Propose a major incident
Associate	Associate an incident with a major incident
Awareness	Stay aware of the status of the major incident

Roles and Responsibilities

Service Owner
Technical Lead
Assignment/Support Group

Notifications	Sign up for SMS notifications for Major Incidents
Coordinate	Service Owner gives input to communications and coordinates efforts of technical lead
Troubleshoot	Technical lead directs troubleshooting of the team
Communicate	Interact in the war room and update changes in the major incident channel
After-action Review	Participate in and update the after-action review

Roles and Responsibilities

Major Incident Manager

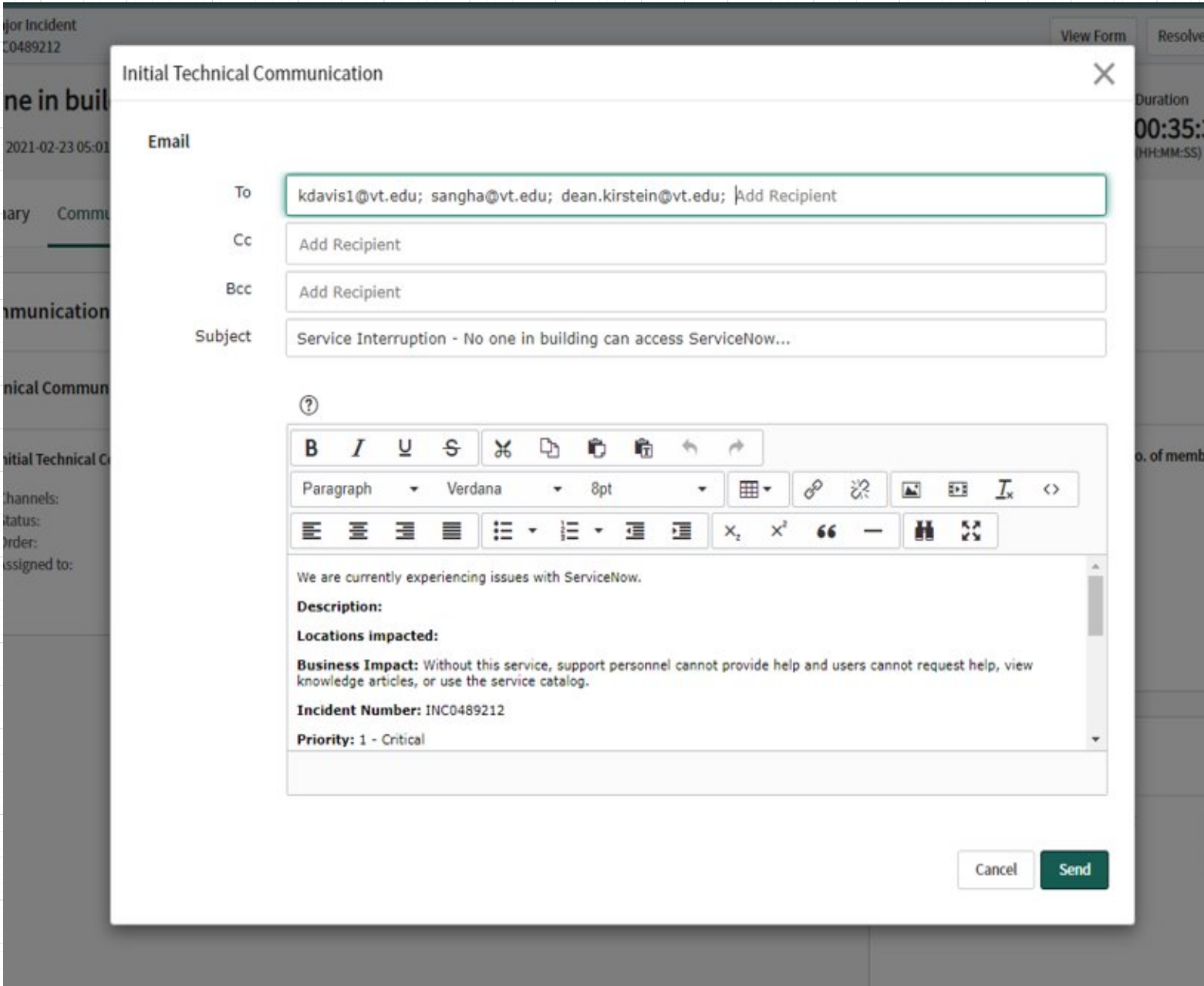
Notification	Sign up for SMS notification for Major Incidents
Coordinate	Major Incident Manager Checklist and manage the Major Incident
Promote	Monitor major incident candidate. Investigate, and promote
Communicate	Set up war room and major incident channel
Resolve	Resolve the Major Incident

COMMUNICATION

- Notification emails from ServiceNow using templates
- Provides standard information
- Populates info from the MI record
- Allows for edits
- MI Manager responsible
- Backup communication

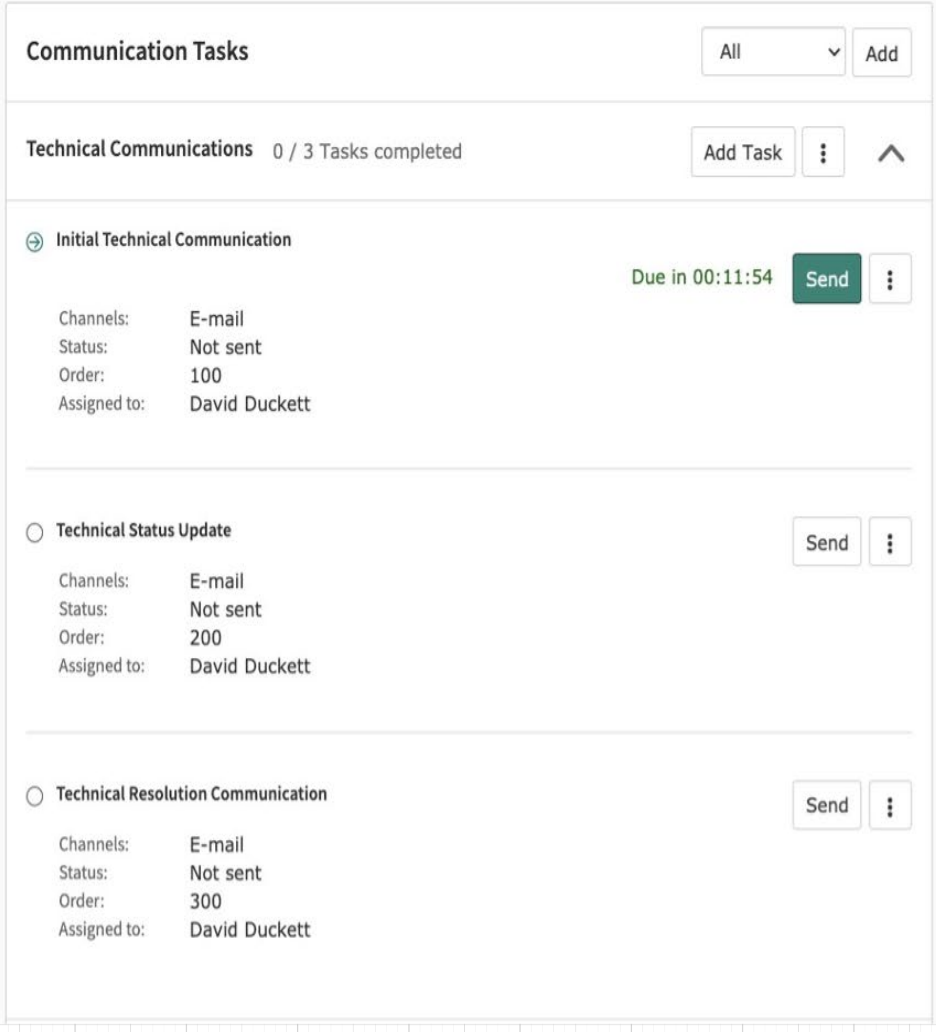
COMMUNICATION

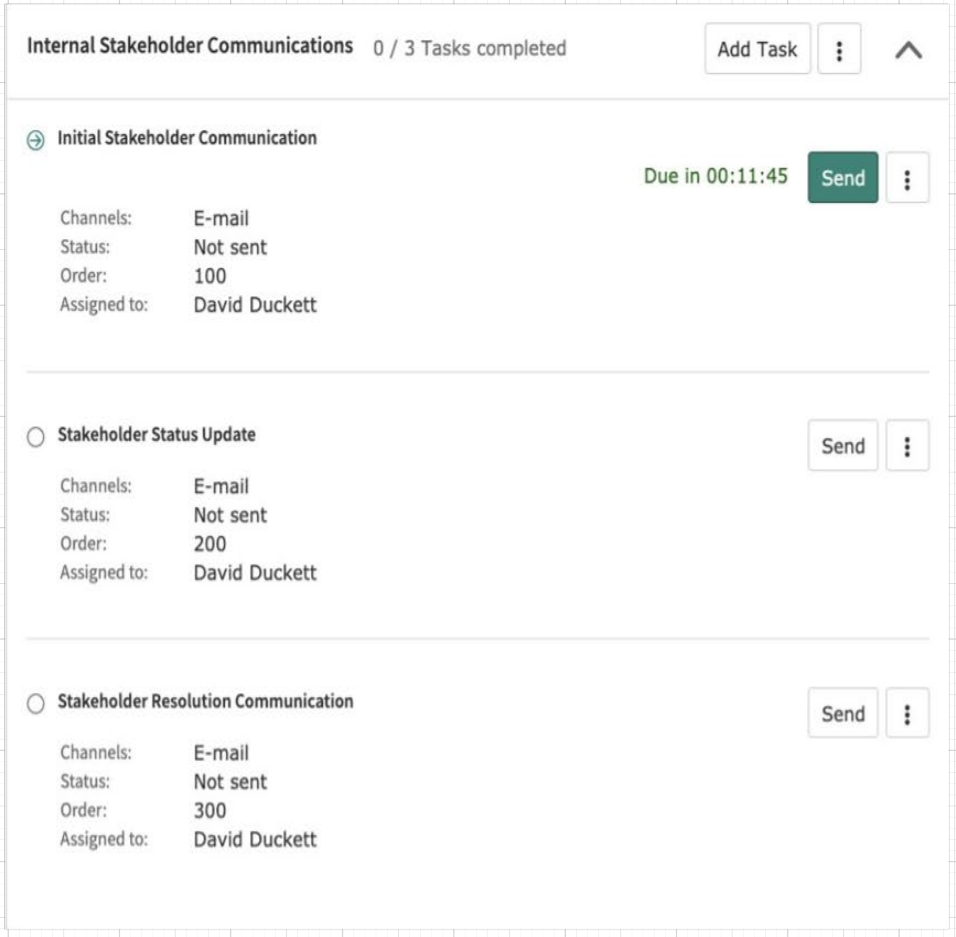
Email templates for more uniform information sharing and updates



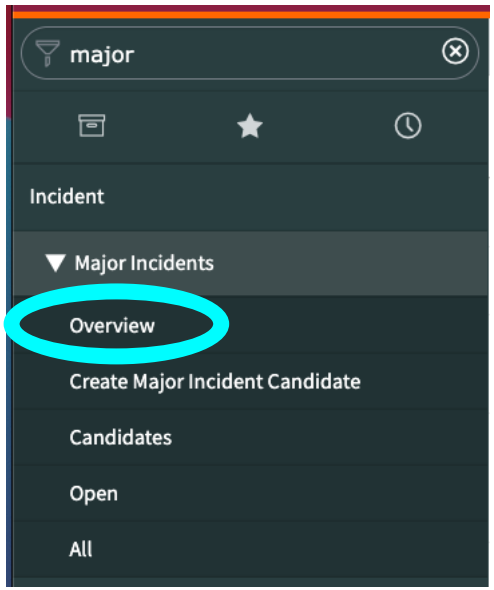
COMMUNICATION

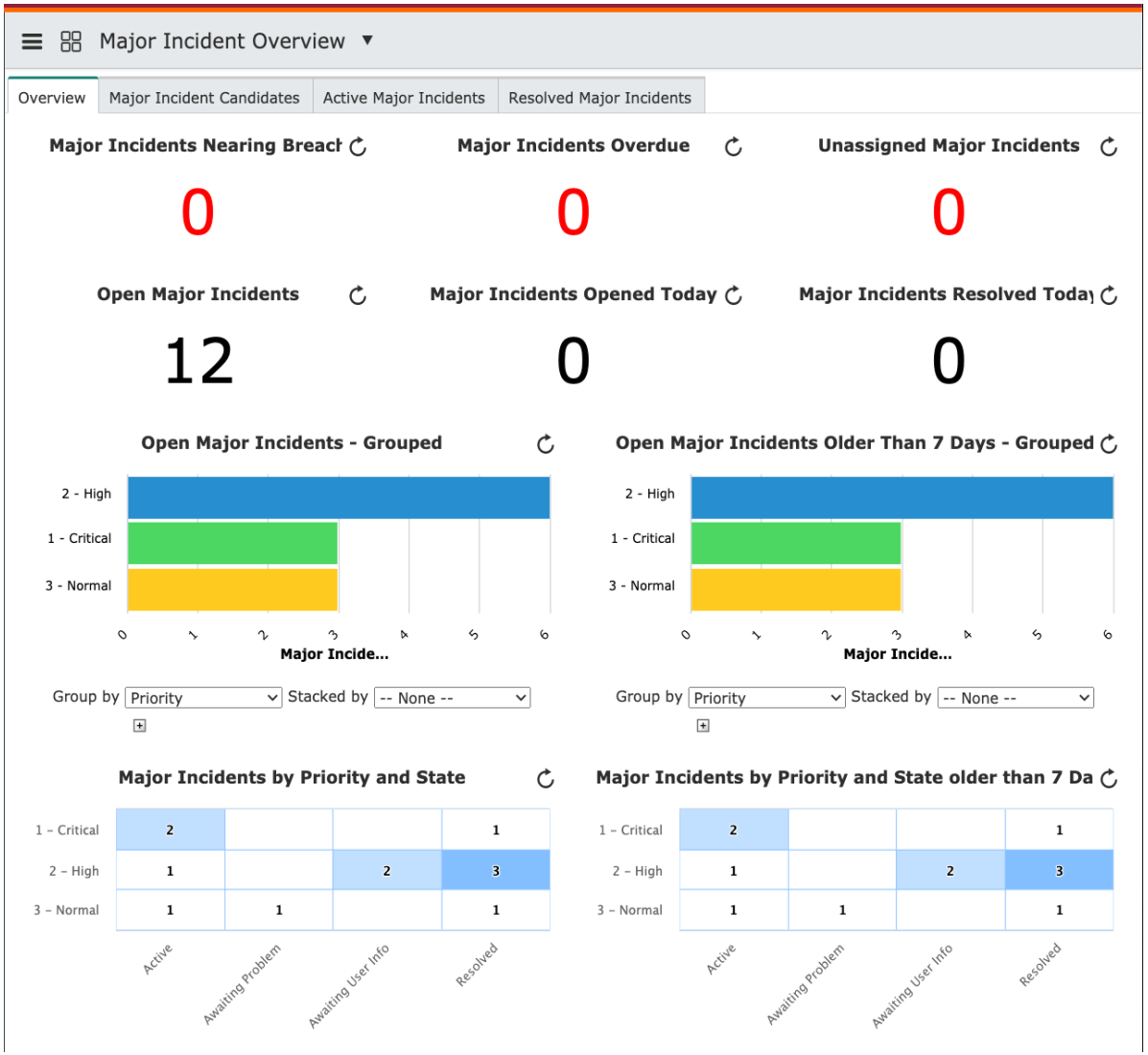
Communication will be handled by the MI manager from the Major Incident using Workbench.





MAJOR INCIDENT OVERVIEW





Continuous Improvement:

Tabletop Exercises