

## State of Ohio Private Cloud Managing Severity 1 Tickets



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## 1 Document Overview

This procedure for managing **severity 1** (sev:1) tickets provides:

- Guidance to System Administrators on how to manage critical severity outages using Problem ticket management skills
- Specific guidelines for high-severity tickets, which require tighter coordination among support teams, timely updates to the customer, and escalations to restore the services in the allocated time – within four hours.

### 1.1 Scope

The document defines the procedure for managing sev:1 tickets. Sev:1 Outages can be highly visible with major impact to the client's business.

### 1.2 Action or Event that Requires the Procedure

Severity 1 Outage means there is a Critical Function outage that is causing severe impact to service delivery and no alternative or bypass is available. These types of outages are tracked using Incident tickets that are coded as Severity 1.

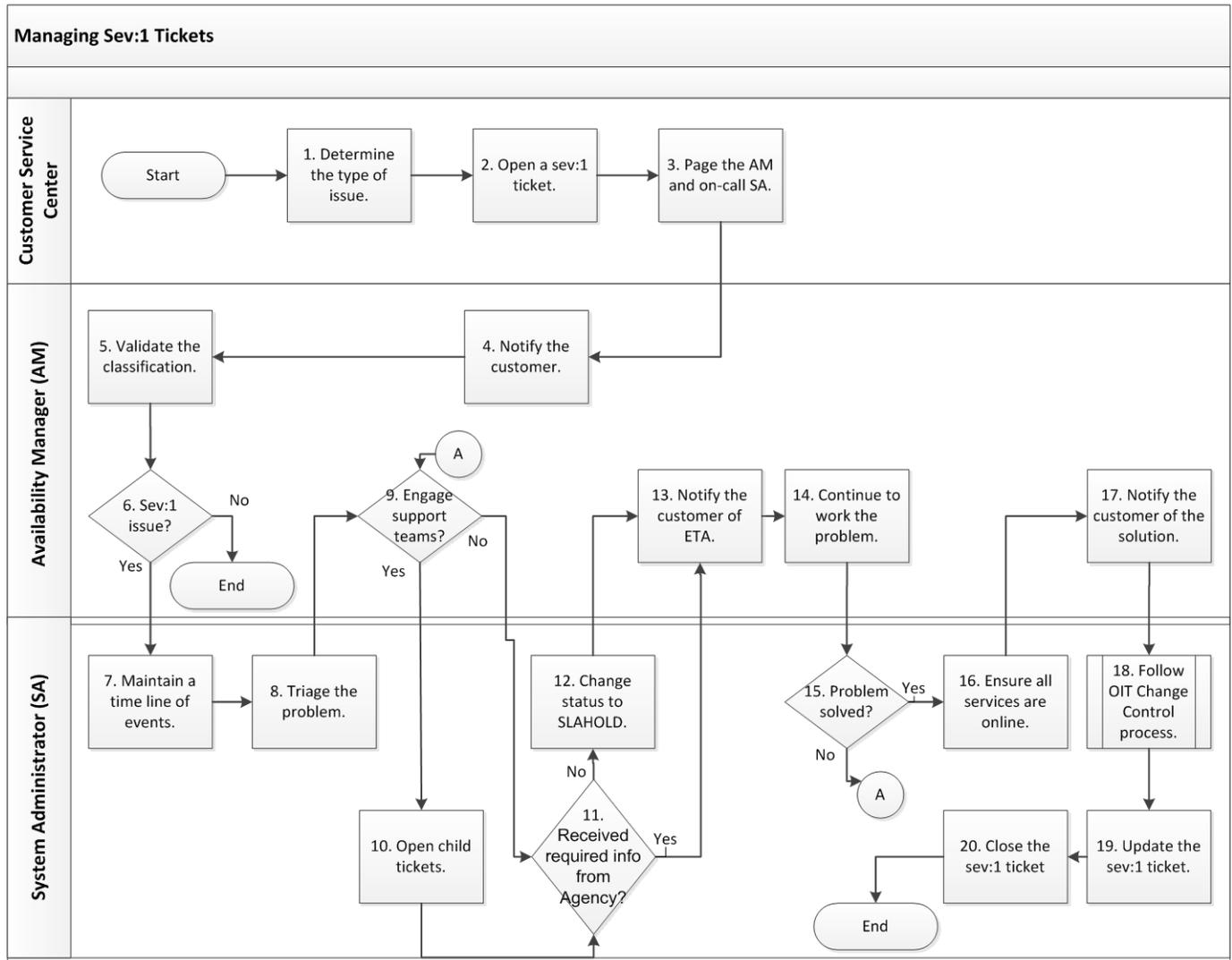
The procedure to manage a sev:1 ticket is triggered upon creation of a sev:1 ticket.

### 1.3 Goal of the Procedure

The goal of this procedure is to ensure a consistent approach for managing sev:1 incidents.

## 2 Managing Severity 1 Tickets

The following flow illustrates support for managing Sev:1 tickets.



## 3 Flow Narrative

The following table describes the steps for managing sev:1 tickets. The following abbreviations are used in the table:

- SA = System Administrator
- AM = Availability Manager
- RCA = root cause analysis
- CSC = Customer Service Center (Ohio DAS)
- ETA = estimated time of arrival

**Table 1: Managing Sev:1 Tickets**

**Note:** If an Availability Manager (AM) is not available, all AM tasks are performed by the System Administrator (SA) and/or the Team Lead overseeing the outage.

Role	Step	
Customer Service Center (CSC)	1	<ul style="list-style-type: none"> <li>• Determine the type of issue.</li> <li>• Review the issue for severity, priority and business impact.</li> </ul>
	2	<ul style="list-style-type: none"> <li>• For issues that meet criteria, open a sev:1 ticket.</li> </ul>
	3	<ul style="list-style-type: none"> <li>• Page the AM and on-call SA.</li> <li>• The CSC pages the AM and the on-call SA to notify them of the sev:1 issue and that a ticket has been opened.</li> </ul>
Availability Manager	4	<ul style="list-style-type: none"> <li>• Notify the customer.</li> <li>• The AM works with the CSC to ensure that the customer (agency contact) is notified about the unexpected outage.</li> </ul>
	5	<ul style="list-style-type: none"> <li>• Validate the classification.</li> <li>• Revalidate ticket classification based on the impact.</li> </ul>
	6	<ul style="list-style-type: none"> <li>• Sev:1 issue?               <ul style="list-style-type: none"> <li>○ If no, then change the severity of the ticket to a lower priority. Exit the sev:1 procedure. Follow the regular Incident Management process.</li> <li>○ If yes, then go to step 7.</li> </ul> </li> </ul>
System	7	<ul style="list-style-type: none"> <li>• Maintain a time line of events.</li> </ul>

Administrator		<p>The time line of events completed to solve the issue will be used:</p> <ul style="list-style-type: none"> <li>• To update the ticket</li> <li>• To create an Emergency Change ticket</li> <li>• As input to the root cause analysis (RCA) process</li> </ul> <p>Note: The System Administrator who worked on the sev:1 outage or ticket is known as the <i>Problem Owner</i> in the Root Cause Analysis (RCA) procedure. The RCA procedure is completed after a sev:1 ticket is closed.</p>
	8	<ul style="list-style-type: none"> <li>• Triage the problem.</li> <li>• An initial assessment of the issue is conducted.</li> </ul>
Availability Manager	9	<ul style="list-style-type: none"> <li>• Engage support teams?</li> <li>• Depending upon the initial triage, the AM works with an SA to determine the need to engage other support teams. Examples include storage, network, application, vendors, and so on. <ul style="list-style-type: none"> <li>○ If yes, then go to step 10.</li> <li>○ If no, then go to step 11.</li> </ul> </li> </ul>
System Administrator	10	<ul style="list-style-type: none"> <li>• Open child tickets.</li> <li>• A child ticket is opened for each additional support group involved.</li> </ul>
	11	<ul style="list-style-type: none"> <li>• Received required from Agency? <ul style="list-style-type: none"> <li>○ If no, then go to step 12.</li> <li>○ If yes, then go to step 13.</li> </ul> </li> </ul>
	12	<ul style="list-style-type: none"> <li>• Change status to SLAHOLD.</li> <li>• Changing the status from INPROG to SLAHOLD stops the clock that counts actual time to resolve the ticket.</li> <li>• When you get the information from the customer, change the status from SLAHOLD to INPROG.</li> <li>• <b>Note:</b> SLAHOLD pauses the clock that calculates Mean Time to Resolve (MTTR) for a ticket. Any other status (QUEUED, INPROG, and so on) resumes the clock that calculates MTTR for a ticket.</li> </ul>
Availability Manager	13	<ul style="list-style-type: none"> <li>• Notify the customer of ETA.</li> <li>• This is an intermediate notification to the customer about the estimated time to arrival (ETA) for completing the solution.</li> </ul>
	14	<ul style="list-style-type: none"> <li>• Continue to work the problem.</li> </ul>
System Administrator	15	<ul style="list-style-type: none"> <li>• Problem solved? <ul style="list-style-type: none"> <li>○ If no, then go to step 9.</li> <li>○ If yes then go to step 16.</li> </ul> </li> </ul>

	16	<ul style="list-style-type: none"> <li>• Ensure all services are online.</li> <li>• A normal server operation means that all services are online.</li> </ul>
Availability Manager	17	<ul style="list-style-type: none"> <li>• Notify the customer of the solution.</li> </ul>
System Administrator	18	<ul style="list-style-type: none"> <li>• Follow OIT Change control process.</li> <li>• As part of the Change Control process, open an Emergency Change ticket to document the work performed.</li> </ul>
	19	<ul style="list-style-type: none"> <li>• Update the sev:1 ticket.</li> </ul> <p><b>Note:</b> It is critical to have an accurate and complete timeline documented in the ticket for use during the RCA process.</p> <ul style="list-style-type: none"> <li>• All relevant child tickets and Change ticket numbers must be documented for co-relation.</li> </ul>
	20	<ul style="list-style-type: none"> <li>• Close the sev:1 ticket.</li> </ul>