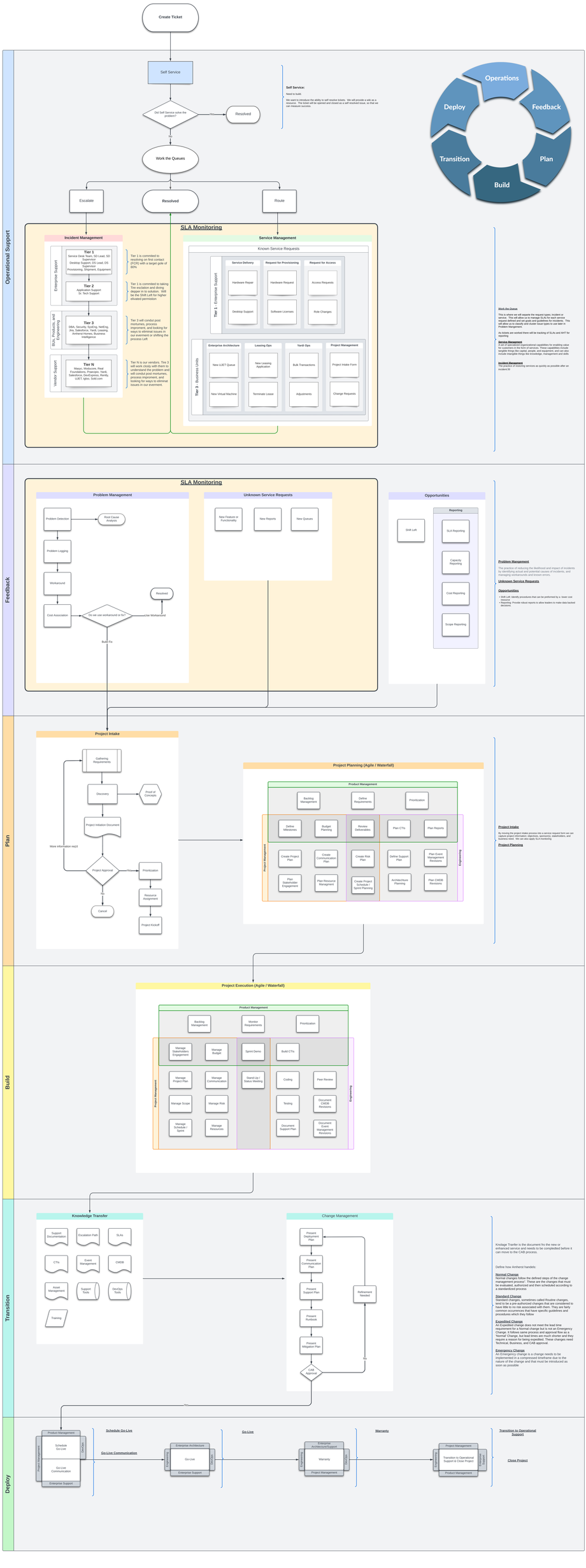
Create Ticket
Self Service
Did Self Service solve the problem?
Yes
Resolved
No
Work the Queues
Escalate
Resolved
Route
Self Service:
Need to build:
We want to introduce the ability to self resolve tickets. We will provide a wiki as a resource. The ticket will be opened and closed as a self resolved issue, so that we can measure success.
Operations
Feedback
Plan
Build
Transition
Deploy
Operational Support
SLA Monitoring
Incident Management
Enterprise Support
Tier 1
Service Desk Team, SD Lead, SD Supervisor
Desktop Support, DS Lead, DS Supervisor
Provisioning, Shipment, Equipment
Tier 1 is commited to resolving on first contact (FCR) with a target gole of 80%
Tier 2
Application Support
Sr. Tech Support
Tier 1 is commited to taking Tire escalation and diving deepper in to solution. Will be the Shift Left for higher elivated permission
BUs, Products, and Sites
Tier 3
DBA, Security, Syslog, NetEng, Jira, Salesforce, Yardi, Leasing, Amherst Homes, Business Intelligence
Tier 3 will conduit post mortumes, process improvment, and looking for ways to eliminat issues in our evernment or shifting the process Left
Vendor Support
Tier N
Meyer, Mailvoice, Real Management, Yardi, Tech Salesforce, DevExpress, Rently, UJET, Igloo, Solid.com
Tier N is our vendors. Tire 3 will work closly with them to understand the problem and will conduit post mortumes, process improvment, and looking for ways to eliminat issues in our evernment.
Service Management
Known Service Requests
Tier 1 - Enterprise Support
Service Delivery
Request for Provisioning
Request for Access
Hardware Repair
Hardware Request
Access Requests
Desktop Support
Software Licenses
Role Changes
Tier 3 - Business Units
Enterprise Architecture
Leasing Ops
Yardi Ops
Project Management
New UJET Queue
New Leasing Application
Bulk Transactions
Project Intake Form
New Virtual Machine
Terminate Lease
Adjustments
Change Requests
Work the Queue
This is where we will separte the request types, incident or request. This is where we have to make sure we have service request defined and set goals and guidelines for incidents. This will allow us to classify and cluster issue types to use later in Problem Mangement.
As tickets are worked there will be tracking of SLAs and AHT for reporting
Service Management
The practice of delivering organizational capabilities for enabling value for customers in the form of services. These capabilities include tangible things like capital, people, and equipment, and can also include intangible things like knowledge, management and skills
Incident Mangement
The practice of restoring services as quickly as possible after an incident.ttt
SLA Monitoring
Problem Management
Problem Detection
Root Cause Analysis
Problem Logging
Workaround
Cost Association
Do we use workaround or fix?
Resolved
Use Workaround
Build Fix
Unknown Service Requests
New Feature or Functionality
New Reports
New Queues
Opportunities
Shift Left
Reporting
SLA Reporting
Capacity Reporting
Cost Reporting
Scope Reporting
Problem Mangement
The practice of reducing the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors.
Unknown Service Requests
Opportunities
Shift Left: Identify procedures that can be preformed by a lower cost resource.
Reporting: Provide robust reports to allow leaders to make data backed decisions.
Plan
Project Intake
Gathering Requirements
Discovery
Proof of Concepts
Project Initiation Document
More information req'd
Project Approval
Yes
Prioritization
Resource Assignment
Project Kickoff
No
Cancel
Project Planning (Agile / Waterfall)
Product Management
Backlog Management
Define Requirements
Prioritization
Define Milestones
Budget Planning
Review Deliverables
Plan CTIs
Plan Reports
Create Project Plan
Create Communication Plan
Create Risk Plan
Define Support Plan
Plan Event Management Revisions
Plan Stakeholder Engagement
Plan Resource Management
Create Project Schedule / Sprint Planning
Architecture Planning
Plan CMDB Revisions
Project Management
Engineering
Project Intake
By moving the project intake process into a service request form we can ensure we are collecting the right information from stakeholders, and business need. We can also apply SLA monitoring.
Project Planning
Build
Project Execution (Agile / Waterfall)
Product Management
Backlog Management
Monitor Requirements
Prioritization
Manage Stakeholders Engagement
Manage Budget
Sprint Demo
Build CTIs
Manage Project Plan
Manage Communication
Stand-Up / Status Meeting
Coding
Peer Review
Manage Scope
Manage Risk
Testing
Document CMDB Revisions
Manage Schedule / Sprint
Manage Resources
Document Support Plan
Document Event Management Revisions
Project Management
Engineering
Transition
Knowledge Transfer
Support Documentation
Escalation Path
SLAs
CTIs
Event Management
CMDB
Asset Management
Support Tools
DevOps Tools
Training
Change Management
Present Communication Plan
Present Support Plan
Present Runbook
Present Mitigation Plan
CAB Approval
Refinement Needed
No
Yes
Knolage Tranfer is the document fro the new or enhanced service and needs to be completed before it can move to the CAB process.
Define how Amherst handels:
Normal Change
Normal changes follow the defined steps of the change management process. These are the changes that must be evaluated, authorized and then scheduled according to a standardized process
Standard Change
Standard changes, sometimes called Routine changes, tend to be a pre-authorized changes that are considered to have little to no risk associated with them. They are fairly common occurrences that have specific guidelines and procedures which they follow
Expedited Change
An Expedited Change does not meet the lead time requirement for a Normal change but is not an Emergency Change. It follows same process and approval flow as a 'Normal' Change, but lead times are much shorter and they require a reason for being expedited. These changes need Technical, Business, and CAB approval.
Emergency Change
An Emergency change is a change needs to be implemented in a compressed timeframe due to the nature of the change and that must be introduced as soon as possible
Deploy
Product Management
Schedule Go-Live
Go-Live Communication
Enterprise Support
DevOps
Schedule Go-Live
Go-Live Communication
Enterprise Architecture
Go-Live
Enterprise Support
DevOps
Go-Live
Enterprise Architecture/Support
Warranty
DevOps
Project Management
Warranty
Project Management
Transition to Operational Support & Close Project
Product Management
Engineering
Support
Transition to Operational Support
Close Project