ELIAS MOTSOALEDI LOCAL MUNICIPALITY

INCIDENT MANAGEMENT POLICY

MUNICIPAL COUNCIL RESOLUTION NUMBER

M24/25-07

APROVED AT THE COUNCIL SITTING OF 30 AUGUST 2024

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1. Definitions

Term	Meaning
Escalation	An Activity that obtains additional resources when these are needed to meet service level targets or user expectations. Escalation may be needed within any IT service management process but is most associated with Incident Management, Problem Management, and the management of user complaints. There are two types of escalation: functional escalation and hierarchical escalation.
Event	Any change of state that has significance for the management of an IT service or other configuration item. The term can also be used to mean an alert or notification created by any IT service, Configuration Item, or Monitoring tool. Events typically require IT Operations personnel to act and often lead to Incidents being logged.
Failure	Loss of ability to operate to specification, or to deliver the required output. The term Failure may be used when referring to IT services, processes, activities, and Configuration Items. A Failure often causes an Incident.
Hierarchic Escalation	Informing or involving more senior levels of management to assist in an escalation.
Impact	A measure of the effect of an Incident, Problem, or Change on Business Processes. The impact is often based on how Service Levels will be affected. Impact and urgency are used to assign priority.
Incident	An unplanned interruption to an IT service or reduction in the quality of an IT service. Failure of a Configuration Item that has not yet impacted service is also an Incident; for example, failure of one disk from a mirror set.
Incident Management	The process that is responsible for managing the lifecycle of all Incidents. The primary purpose of Incident Management is to restore normal IT service operations as quickly as possible
Incident Record	A record containing the details of an Incident. Each Incident record documents the lifecycle of a single Incident
Incident Workflow	A way of predefining the steps that should be taken to handle a process for dealing with a particular type of Incident in an agreed way.
Incident Status Tracking	Tracking Incidents throughout their lifecycle for proper handling and status reporting using indicators such as Open, in progress, Resolved, and Closed.
Normal Service Operation	The Service Operation is defined within the Service Level Agreement (SLA) limits.
Primary Technician	The technician is responsible for correcting the root cause issue and must keep users informed of progress. They are also responsible for coordinating child records.
Priority	A category used to identify the relative importance of an Incident, Problem, or Change. Priority is based on impact and urgency and is used to identify required times for actions to be taken. For example, the SLA may state that Priority 2 Incidents must be resolved within 12 hours.

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Term	Meaning
Problem	The cause of one or more incidents.
Quality Assurance (QA)	Optional departmental process for ensuring a desired level of customer service. This process is defined by the departments that choose to review tickets before closure.
Role	A set of responsibilities, activities, and authorities granted to a person or team. A role is defined in a process. One person or team may have multiple roles; for example, the roles of Configuration Manager and Change Manager may be carried out by a single person.
Helpdesk	The Single Point of Contact between the Service Provider and the users. A typical helpdesk manages Incidents and Service Requests and handles communication with the users.
Severity	A measure of how long it will be until an Incident, Problem, or Change has a significant impact on the business. For example, a high Impact Incident may have low urgency, if the impact will not affect the business until the end of the financial year. Impact and urgency are used to assign Priority.
User	Someone who uses the IT service on a day-to-day basis. Sometimes informally referred to as the customer.

2. Goals of the policy

To ensure that incidents are tracked down and resolved, as well as that users receive efficient and effective ICT services.

To achieve this, the objectives of ICT's Incident Management process are to:
1. Ensure that standardized methods and procedures are used for efficient and prompt response, analysis, documentation, ongoing management, and reporting of Incidents.
2. Increase visibility and communication of Incidents to business and IT support staff.
3. Improve the municipality's perception of ICT using a professional approach in quickly resolving and communicating incidents when they occur.
4. Align Incident management activities and priorities with those of the municipality.
5. Maintain user satisfaction with the quality of ICT services.

3. The purpose of the policy

The ICT Helpdesk policy's primary goal is to promptly restore service (incident management) and to handle service/call requests (request fulfillment) properly and efficiently. The main objective of the incident management process is to restore

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normal service operations as quickly as possible and to minimize the adverse impact on business operations.

4. Scope

All employees of the Elias Motsoaledi Local Municipality, both internal and external who report incidents using the authorized incident management protocol are subject to the incident management process. It guarantees that incidents are handled consistently and predictably.

Every incident management task should be carried out completely, run as intended, evaluated, and adjusted as needed.

5. Single point of contact

The Helpdesk must be the single point of contact for ICT users within the municipality. Without a single point of contact, there is no control and ownership throughout the management of incidents, service requests, and queries. It is the Helpdesk that owns incidents throughout their lifecycle. It does not matter who is working on the incident, the ownership remains with the helpdesk.

The Helpdesk will receive and log incidents or service request details. They will undertake first-line support and diagnosis with escalation if incidents or service requests are not resolved. The existence of a single point of contact can be reinforced by advertising the sole Helpdesk number (extno:1080/1095/1099) or email address (ict@emlm.gov.za).

Included incident management processes are:
1. Keeping Track of Events
2. Identifying, overseeing, and addressing incidents
3. Communicating incidents

6. Roles & Responsibilities

For the Help Desk function to be proactive and effective, it will have to be capable of performing the following functions:

6.1. General User's Responsibilities

6.1.1. Users are expected to log calls telephonically, systematically, and physically to the ICT unit anytime they experience a challenge that requires user support from 7h30 to 16h15.

6.1.2. Users are not allowed to log calls to ICT individual officers by calling the ICT officers on their personal phones, personal emails, or outside municipal offices as this practice will result in untraceable, unassisted, and inaccurate user support.

6.1.3. Users shall be aware that queries shall be attended to within a range of 1 minute time to 2 hours depending on the distance of the office or satellite office.

6.1.4. Users cannot select their preferred ICT officer to handle their inquiries since the helpdesk officer will assign task cards based on the type of query the user has that needs a particular kind of ICT support.

6.2. Helpdesk Officer's Responsibilities

The Helpdesk Officers must:

6.2.1. Record all municipal staff requests for ICT support in the form of telephone calling helpdesk extension (1080) allocated to the ICT unit or through email and logged calls systematically for change, incidents, and problems reported to it, together by assigning the user query unique reference numbers for tracing purposes.

6.2.2. Assign and allocate a reported user query to a specified ICT official as per problem status.

6.2.3. Keep a complete and accurate record of all incidents together with the status of their resolution.

6.2.4. Advise users of the status of their reported incidents and change requests.

6.2.5. Track and trace the progress of the user query.

6.2.6. Perform change request.

6.2.7. Remotely verify user query status to help solve the problem.

6.2.8. Produce weekly and monthly reports on incidents.

7. Incident Management

7.1. The helpdesk officer must gear its response to incidents such that the resumption of normal business activities takes place as soon as practicable after an incident has been reported.

7.2. The help desk must take cognizance of requirements during incident management and report them immediately to the ICT manager.

8. Incident prioritization

The priority of an incident can be determined as a function of its impact and urgency using a priority matrix. The impact of an incident denotes the degree of damage the issue will cause to the user or municipality. The impact may relate to the number of users impacted, the potential financial loss to the organization, the risk of breach of regulatory or legislative rules, or, for some services, the risk of loss of life. Urgency relates to how quickly the business requires the incident to be resolved. The urgency of an incident indicates the time within which the incident should be resolved. Based on the priority, incidents can be categorized as:

8.1. Incident Urgency (Categories of Urgency)

Category	Description

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High (H)	• The damage caused by the Incident increases rapidly. • Work that cannot be completed by staff/users is highly time sensitive. • A minor Incident can be prevented from becoming a major Incident by acting immediately. • Several users are affected.
Medium (M)	• The damage caused by the Incident increases considerably over time. • A single user is affected.
Low (L)	• The damage caused by the Incident slightly increases over time. • Work that cannot be completed by staff/users is not time sensitive.

8.2. Incident Impact (Categories of Impact)

Category	Description
High (H)	• A large number of staff/ users are affected and/or not able to do their job. • A large number of customers are affected and/or acutely disadvantaged in some way. • Financial impact of the Incident • The damage to the reputation of the Municipality is likely to be high.
Medium (M)	• A moderate number of staff are affected and/or not able to do their job properly. • A moderate number of customers are affected and/or inconvenienced in some way. • Financial impact of the Incident • The damage to the reputation of the Municipality is likely to be moderate.
Low (L)	• A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort. • A minimal number of customers are affected and/or inconvenienced but not in a significant way. • The damage to the reputation of the Municipality is likely to be minimal.

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The steps involved are as follows:

First diagnosis: If the Helpdesk officer receives a call regarding the incident, the Helpdesk officer will initiate the initial diagnostic, typically while the user is still on the phone. The ability to match against issues and known mistakes as well as the availability of diagnostic scripts will be beneficial.

9. Problem Management

Under Problem Management, the help desk shall:

9.1 Identify and record all problems encountered in the provision of ICT services.
9.2 Perform severity analysis.
9.3 Ensure proper support efforts to municipal users.
9.4 Investigate and diagnose problems before allocating the registered user query to a specified ICT technician.
9.5 Define solutions and propose change requests.

ANNEXURE A-CURRENT MANUAL JOB CARD USED

ELIAS MOTSOALEDI LOCAL MUNICIPALITY

Ref No: BUD, CORP, COM, INFRA, PLAN (09/18)
JOBCARD

Building name : Infrastructure /Stores /Main /Commando

User name : ……………………………..

Department : Corporate Services

Department

Departmental unit : Communications

Telephone Number : (013) 262 3056

Logged Call date : ……………………….

Area : Groblersdal/Rossenekal /Monterlus /Uitspanning
Motetema

Name of an IT official responding : …………………….

Problem description: Configuration of new email and IP-Address settings
STATEMENT OF WORK

Resolution
:

	Signature	Time Spent	How is the Service	Date Completed
User Acceptance	…………………	…………….	……………………	……./……/…. Hour………

	Name Print	Signature	Received date by a ICT official
Job card Approved By ICT Official	…………………	…………………	……./……/
Job card Approved By ICT Manager	…………………	…………………	Date ……../……../……

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10. Knowledge Management

The Help Desk shall develop, maintain, and enhance a knowledge base of all problem types, solutions, workaround solutions, and other value-added knowledge required for effective service delivery.

11. Configuration Management

11.1. All hardware and software used in the ICT environment must be included in an up-to-date configuration management database, which is created and maintained by the Helpdesk officer.

11.2. The Helpdesk officer is responsible for ensuring that any modifications to the ICT equipment configuration are handled as change requests.

12. Work Management

12.1. The Helpdesk officer is responsible for scheduling and tracking the progress of user-reported queries & and performing weekly and monthly reporting:

12.2. The Help Desk shall produce quality management reports that can be used to track the effectiveness of the service delivery and support.

13. Escalation and Notification of Management

13.1 The Help Desk officer shall escalate to management problems according to preset indicators that are: -

13.1.1. User support was not attended in time as expected.

13.1.2. Poor user support provided by ICT officers.

13.1.3. Logged calls not attended according to its expectations e.g. fixing a printer instead of configuring an email.
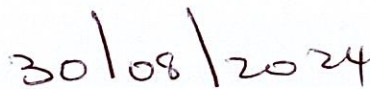
13.1.4. Logged calls require a specialist outside the ICT officer's knowledge and experience.

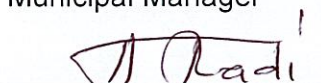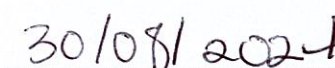13.1.5. All logged calls that require urgent attention in their nature.

14. Signatories

Ms. NR Makgata Pr Tech Eng
Municipal Manager

30\08\2024
Date

The Mayor
Cllr. Tladi DM

30/08/2024
Date