



Code: **QA435**  
Title: **ISS Service Management Policy**  
Date: 01/07/2018  
Approval: ISS Management Team

## **1. Purpose**

To ensure that IT services are delivered to a consistent standard and quality and that appropriate prioritisation of response to incidents is defined and understood by the University community.

## **2. Description**

To effectively manage all IT services and underlying components, a structured, role-based and process-based approach to service delivery and management shall be adopted and operated by ISS, based on the standard ITIL Service Management Framework.

## **3. Requirements**

- a) ISS shall maintain a Service Catalogue consisting of a list of all customer-facing services and their associated service elements as delivered and supported by ISS. The Catalogue shall indicate the primary Customer for each service and also indicate which member(s) of ISS staff is responsible for delivering and supporting each service.
- b) A user-facing Service Description which describes the main elements of each service to a standard template shall exist for all services and be published on the ISS website.
- c) An internal Service Delivery Plan which provides specific detail on the component parts of each service, and the operating arrangements for its delivery, maintenance and support, shall exist for each service, and be subject to annual review and update.
- d) An annual Service Review shall take place for each service to a standard agenda, to review the availability, performance and adoption of each service during the previous 12 months, to highlight and review any changes to the service during that period, to determine and review any proposed changes to the service during the coming 12 months, and to make any changes to the Service Delivery Plan, Service Description or service delivery arrangements which arise from these reviews or changes.
- e) ISS shall define and designate the roles involved in the delivery and development of each service and record these in the Service Catalogue and Service Delivery Plan. These include the Service Owner who has overall responsibility for a service, the Service Manager who is responsible for its day-to-day delivery, and Technicians who will fulfil Service Requests and resolve Incidents logged against that service.
- f) ISS shall adopt a process-based approach to day-to-day service delivery, based on the standard ITIL Service Management Framework. Specifically, ISS shall utilise the following processes to facilitate service delivery:

### **Incident Management Process**

An Incident is an unplanned interruption to an IT service or reduction in the quality of an IT Service, e.g. a software error. ISS shall manage and resolve incidents reported via the Service Desk ticketing system, and will endeavour to restore service as quickly as is possible in each case.

### **Incident Prioritisation**

Incidents will be prioritised based on the actual or potential impact of the incident assessed by:

- Level of impact e.g. number of staff/students impacted
- Time criticality e.g. lack of access to PC suite for an examination
- Escalation of call (see Escalation procedure below).

### **P1 - Critical Incident Process**

When a major service is unavailable, or its performance has significantly degraded, a Priority 1 (P1) Critical Incident shall be declared by an ISS Senior Manager or the Service Desk Manager. The object of the Critical Incident process is to restore normal service as quickly as possible employing a workaround if required, and it shall therefore take priority over all other activities. Once a Critical Incident has been resolved a Critical Incident Report (CIR) will be completed by the relevant Service Owner to account for the cause of the incident, and to highlight any Lessons Learned from its occurrence. The CIR shall be submitted for review and sign-off to the ISS Operations Monthly meeting and shall normally be published on the ISS website.

### **Service Request Process**

A Service Request is a request for information or advice, for a standard change, or for access to an IT Service, e.g. for access to a service or system or a password reset. Service Requests will normally be fulfilled by members of the Level 1 or Level 2 support teams, and are tracked through the Service Desk ticketing system. ISS shall endeavour to fulfil standard and common Service Requests within a specified time period, and its performance in meeting these Service Level commitments shall be tracked and reported on a monthly basis. For details of same please consult the ISS web site [here](#).

### **Problem Management Process**

The Problem Management process shall be activated when an underlying root cause of one or more incidents is suspected but not yet known. In such cases, an ISS Service Manager shall open a problem ticket in the ticketing system and assign it to the relevant Service Owner for investigation and resolution, with all related incidents recorded under the problem.

### **Release Management Process**

ISS shall follow a Release Management process as an approval gateway through which proposed changes to the production environment must be reviewed and approved before implementation. The goal of this process is to minimise the risk of incidents and critical incidents arising from modifications to the production environment.

### **Service Transition Process**

ISS shall use a structured Service Transition process to involve the relevant Service Owner and Service Manager to ensure that new services and changes to existing services are appropriately documented and understood before release into the production environment.

- g) Users shall log incidents or request service by personal call to the Library and IT Service Desk, telephone call to the ISS Call Centre, logging a ticket on the Service Desk Ticketing System, or emailing [servicedesk@nuigalway.ie](mailto:servicedesk@nuigalway.ie). Regardless of the method chosen, a ticket request shall always be raised on the Service Desk ticketing system to track and manage the issue or request. When a ticket is closed, the user shall

be given the option to complete a survey to indicate their level of satisfaction with the service received.

- h) **Escalation:** All incidents and queries shall be raised through the ISS Service Desk ticketing system in the first instance. In the event that a user is dissatisfied with the service received they should escalate to the Service Desk Manager, providing details of the relevant ticket. If a user believes that further escalation of the matter is required, they should contact the ISS Head of Operations.

**4. Responsibilities**

<b>Name</b>	<b>Responsibility</b>
Director ISS	Policy Owner
ISS Head of Operations	Policy Updates and Revisions Management of ISS Operations to ensure adherence to the policy
ISS Management Team	Approval of the policy and adherence to policy
All ISS Staff	Implementation of the policy
All Users	Reporting Incidents and raising Service Requests through the Service Desk ticketing system Following the defined Escalation process in the event of issue

**5. Related Documents /Attachments**

- QA400 Data Protection Policy
- QA401 Data Handling
- QA402 Data Classification
- QA404 Password Policy
- QA406 Remote Access Policy
- QA408 Logical Access Policy
- QA411-End user policy
- QA433 ICT Regulations