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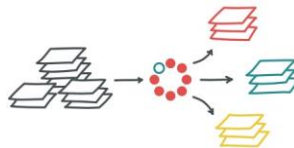
CONNECTING
THE
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Session 205: ITSM Deep Dive: Classification, Prioritization, Escalation & Alerting



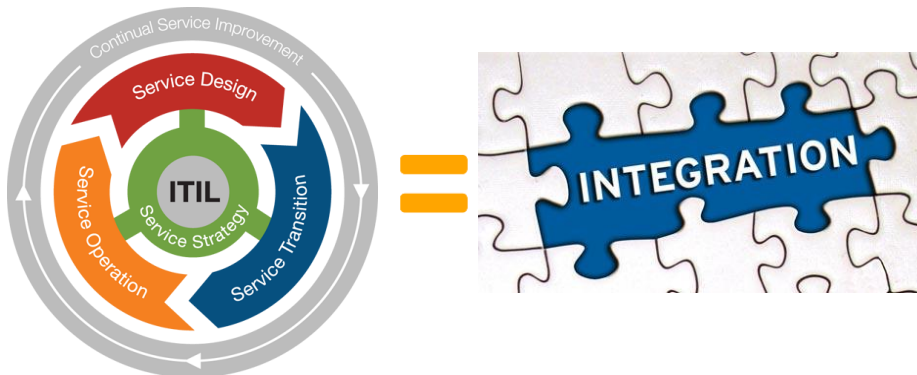
Troy DuMoulin – VP R&D - Pink Elephant

Session Agenda



1. Integrated Frameworks
2. Classification Structures
3. Prioritization Models
4. Escalation & Alerting

Gaining Velocity Through
Alignment Of Purpose!



Classification – ITIL V3 Glossary

“The act of assigning a Category to something. Classification is used to ensure consistent management and reporting. CIs, Incidents, Problems, Changes etc. are usually classified”



- Prioritization Scheme
 - Impact Indicators
 - Urgency Indicators
- Categorization System
- Resolution Categories
- Assignment and Support Model
- Escalation and Notification Models
- Configuration Data Model
- Change Authorization Model
- Knowledge Qualification and Approval model
- Etc.



- **Hardware**
 - Desktop
 - Monitor
 - **Office Automation**
 - Desktop Services
 - Mobile User
- Describes environment and services
 - Not departmental/role based
 - Multiple process requirements
 - Grouping for management information
 - Supports trending and analysis
 - Drives automation
 - Process for management of the categorization system (eg: Other Category)

Priorities should be defined based on:

- Customer or business need
- Financial Impact
- Service criticality
- Business Risk
- Component failure impact analysis
- Legal Requirements
- Etc.



Service classifications can be documented In Service Catalog
for IT and Business use.

Priority = Impact + Urgency

- Impact

The degree to which the provision of services are disrupted within the organization, and the effect the interruption has on other areas of the infrastructure

- Urgency

The speed with which the incident must be resolved

- Expected Effort

The anticipated amount of energy, time and cost required to be able to begin restoring services after the occurrence of an incident

Based upon:

- Degree or Scope of the service outage
 - Geographic
 - Business Unit
 - Internal / External impact
- Qualitative and quantitative study into the effects upon other areas of the business.
- Degree of the consequence
- Data sensitivity
- Etc...



- What makes you jump into action?
- Define proactively instead of reactionary
- Business driven decision

■ Considerations:

- VIPs
- Business Criticality (Mission)
- Service Level
- Sensitive Customers
- Brand / Reputation
- Legal / Compliance
- Security / Data Protection
- Partnership / Collaboration (Joint Ventures)
- Safety / Health



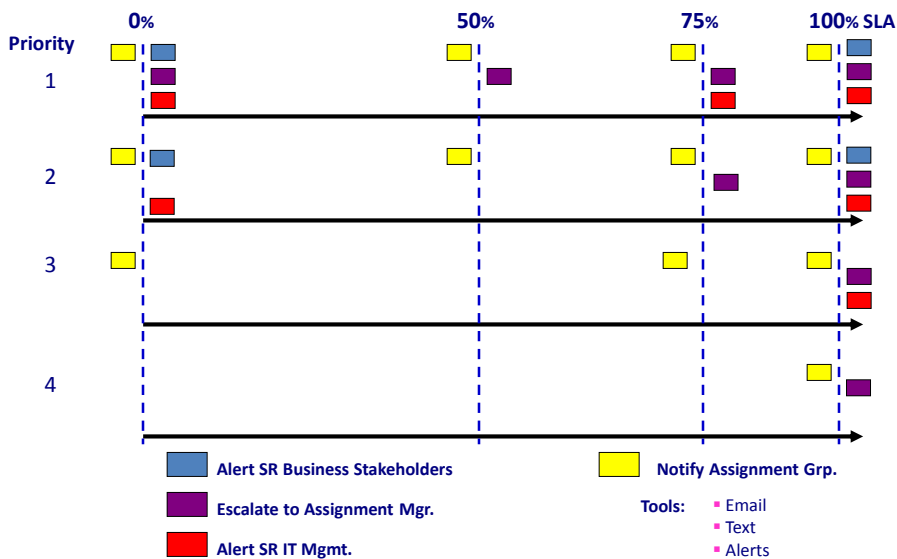
		Urgency		
		Core Business Services (High)	Support Services (Medium)	Non-Urgent Services (Low)
Impact	Department/LOB/ Branch/Group of VIPs (High)	Critical	High	High
	Small Group of Users or VIP (Medium)	Critical	High	Medium
	Single User (Low)	High	Medium	Low

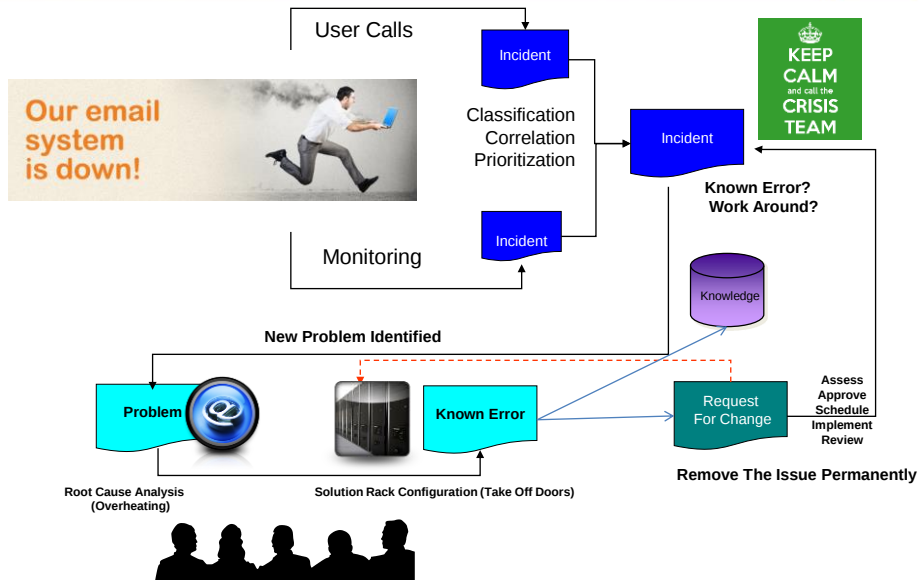
Urgency – Examples Based On Revenue

Critical	Directly impacts revenue generation, product development and product shipment
High	Indirectly supports critical business services
Medium	Intercompany transfer, collaboration, and operational efficiencies
Low	Personal productivity tools which are not directly related to business risks.

Impact – Examples Based On Revenue

Critical	A disruption in service or system affecting critical business processes for multiple users, locations, or companies.
High	A disruption in service significantly impacting a VIP or direct revenue producing role's ability to perform assigned job duties or impacts a customer
Medium	Non-critical component down or degraded. Job or procedure is unusable or difficult to use or a workaround is available. Single user impacted. Not critical to schedules or process requirements.
Low	Minimal impact, component or procedure is usable but performance is degraded.





- Classification and Categorization policies and models are shared across multiple ITSM practices
- A shared business / risk focused prioritization model is a critical success factor to support service agreements.
- Notification and Escalating policies can not be successfully automated unless agreed and practiced consistently

Questions?

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Questions?



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***Thank you for attending
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