

State of Wisconsin
Initial Incident Triage Service
Service Offering Definition (SOD)



Document Revision History

Date	Version	Creator	Notes
3/2/2011	1.4.1	Sandie Schultz	Service tier information updated
8/4/2011	1.4.1	Aauto Araujo	Minor Edits

Table of Contents

Introduction 4

What Is Included 4

What Is Not Included..... 4

Benefits..... 4

Service Description 4

Service Offering Review 4

Roles and Responsibilities 5

Performance Metrics (Monitoring/Alerting/Reporting) 5

Configuration Diagram 5

How Services Are Charged 5

Introduction

The Initial Incident Triage Service provides rapid incident triage, escalation and resolution of Resource Management System (RMS) incident tickets. These tickets may be transferred to the Enterprise Service Desk via RMS or may be opened by the Enterprise Service Desk upon receiving a call from the affected agency. This service is also used to meet Defined service levels for DET provided IT services.

What Is Included

- Receipt of Resource Management System (RMS) ticket
- Initial Review/Agent assignment via first-come, first served queue order
- Initial Triage, to include:
 - Gathering additional triage information from caller/customer
 - Check network availability and connectivity via monitoring tools
 - Check server availability and connectivity via monitoring tools
 - Check application availability and connectivity from DET where possible
- Route/escalate incidents to the appropriate DET support group if applicable
- Status updates to customer agency
- Route back to agency for further triage, if no DET root cause errors found
- Monthly service metrics
- Available 24x7, if customer can route RMS incidents to the ESD

What Is Not Included

- Customized application support

Benefits

Benefits of the Initial Triage service offering include:

- Improve the speed of service restoration
- Reduce time spent troubleshooting by the customer Help Desk and technical support staff

Service Description

The Initial Incident Triage service provides rapid incident triage, escalation and resolution of Resource Management System (RMS) tickets. This service is also used to meet service level requirements of DET provided IT services.

The service provider is the Division of Enterprise Technology (DET) Enterprise Service Desk (ESD), and the service consumers are all DET customers that currently subscribe to the Initial Incident Triage service.

Service Offering Review

The Initial Incident Triage SOD will be reviewed annually to determine if any modifications are required.

Roles and Responsibilities

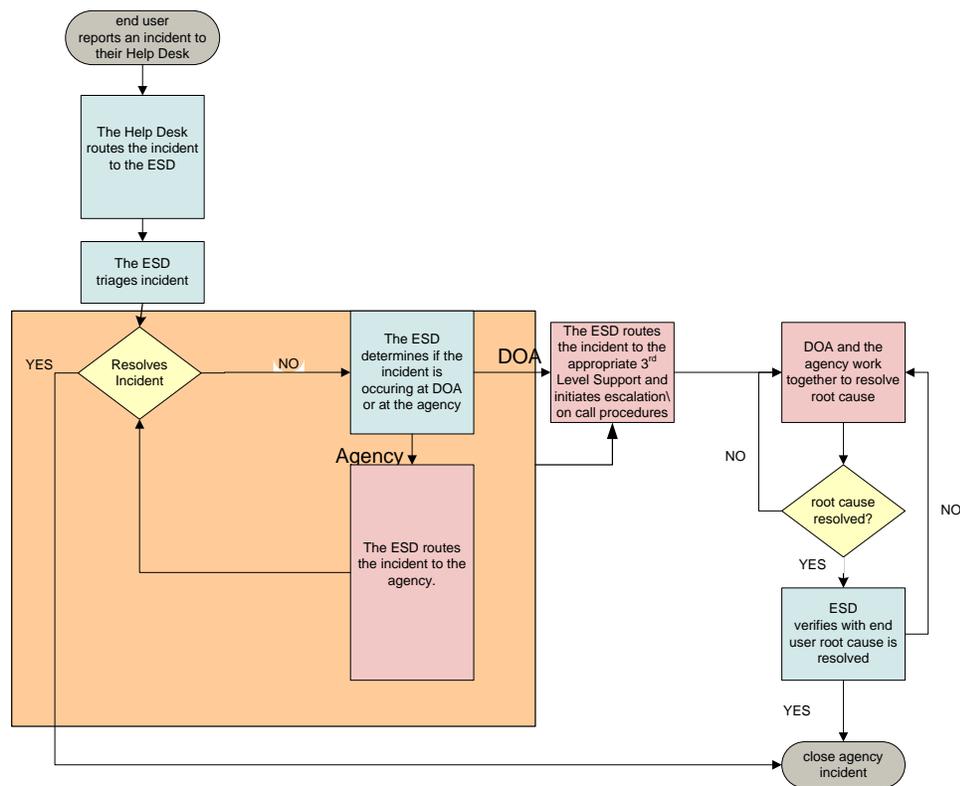
Roles and Responsibilities for the Initial Incident Triage service can be found [here](#)

Performance Metrics (Alerting/Reporting)

Metrics are provided when requested by the agency.

Configuration Diagram

Incident Request Life Cycle



How Services Are Charged

Initial Incident Triage services are based on number of incidents. The monthly costs fluctuate and are based on a per call fee. The invoice for the Initial Incident Triage service will be on the Enterprise Billing System. Please see the [IT Services Rate Sheet](#) for rate information.