

## LANDesk Noticeboard/Major Incident Publishing Guidelines

### Noticeboard

Only the Service Desk can post notices to the Noticeboard. This should be anything we want to notify our users about that is “**planned**”. Notices are also posted on our DII website. Some examples below:

- Scheduled maintenance
- Upcoming training
- Migration occurring

The following format is used:

*Event:*

*Who:*

*When:*

*What (Service Affected):*

*Impact:*

*Contacts:*

In addition, we can set the notifications to expire, so will also ask when it can be removed from the Notice Board.

### Major Incident Guidelines – When an incident should become a Major Incident

Major incidents are published on the Self-Service Portal – for both end users and analysts (the Service Desk will also post the information on our DII Website)

A Major Incident is defined as: **a major incident is a highest-impact, highest-urgency incident. It affects a large number of users, depriving the business of one or more crucial services.**

When an incident should be promoted to Major Incident:

- Service Disruption – a “customer” facing service is not working (such as Email, OnBase, SharePoint, Network, Web Portal)
- This service disruption affects many users across the State of Vermont

**DO NOT promote an incident created by an end user. ALWAYS create a new incident and type it up the way it needs to be so end users can understand. Then attach all children to it.**

DO NOT Use Major Incident for the following:

- Planned Maintenance – see Notice Board above for posting items

- Technically this should not even be an Incident – nothing is broken, you are doing planned maintenance. This should be a Request Service (or future change management) ticket.
- If, however, during planned maintenance something is “broken” and your service will be interrupted, you can then create an Incident and promote it to a Major Incident at that time.

**Declare a Major Incident Steps:**

- 1) Always create a NEW incident (Request Support). Make yourself the requestor. Put in pertinent details in the summary and details fields.
- 2) ASSIGN the ticket to yourself – it should not remain in Open status
- 3) Attach all children that pertain to the ticket
- 4) UPDATE the ticket as needed – do not let a critical incident sit for hours with no updates. People are checking, and they do call the Service Desk for updates
  - a. If you have a proposed workaround or resolution timeframe, please make sure to post it.
- 5) When incident is fixed, or a sufficient work around in place, you may Resolve the major incident. This should also close all children that are attached to it. (See guide below for full instructions)
  - a. DO NOT demote the major incident to a regular incident – unless it is clearly not a major incident. Otherwise, we can’t query on it at a later time.

<http://dii.vermont.gov/sites/dii/files/PDF/Support/Incident-Analyst-Guide.pdf>