

ITIM-0.1 INCIDENT MANAGEMENT POLICY

Responsible Business Unit: IT
Affected Business Unit: All
Created by: Chris Pofahl

Creation Date: 1/30/2017
Effective Date: [Effective Date]
Expiration Date: [Expiration Date]

Introduction

This City of Waukesha IT Incident Management Policy establishes the goals, through which City of Waukesha IT plans to detect and record, classify and support, investigate and diagnose, resolve, recover and close incidents. Additionally, this policy outlines an incident framework for incident ownership, monitoring, tracking and communications.

Definitions

An incident is any unplanned event which causes, or may cause, an interruption to, or a reduction in, the quality of service." Incident management is the process of restoring operations as quickly as possible with minimal adverse impact on business operations.

1. **Low-priority incidents** are those that do not interrupt users or the business and can be worked around. Services to users and customers can be maintained.
2. **Medium-priority incidents** affect a few staff and interrupt work to some degree. Customers may be slightly affected or inconvenienced.
3. **High-priority incidents** affect a large number of users or customers, interrupt business, and affect service delivery. These incidents almost always have a financial impact.

Purpose

This Incident Management Policy defines the high-level Incident Management areas used by City of Waukesha IT to identify, diagnose, resolve close and monitor application, hardware and network incidents.

Scope

1. Policy Justification

- a. This Policy related document remediates a recorded issue from a prior IT audit and provides all necessary documentation for IT to pass future IT audits.
- b. Additionally, this Policy related document insures the integrity, availability, and security of the City of Waukesha's digital assets.

2. **Affected Staff**
 - a. All City departments, offices, divisions, and agencies
 - b. All represented and non-represented employees, contractors, and temporary workers
3. **Significantly Related Documents and Policies**
 - a. IT-IM-SOP 0.1 Incident Management SOP
4. **Policy Maintenance**
 - a. Review this policy annually by Information Technology Board
5. **Policy Statement**
 - a. All incidents will through a structured workflow that includes:
 - i. Incident identification
 - ii. Incident logging
 - iii. Incident categorization
 - iv. Incident prioritization
 - v. Incident response
 1. Initial diagnosis
 2. Incident escalation
 3. Investigation and diagnosis
 4. Resolution and recovery
 5. Incident closure
 - b. Incident categories will be defined in the IT-IM-SOP 0.1 Incident Management Standard Operating Procedure
 - c. Incident prioritization will be based on Service Level agreements (SLA) and/or impact on users.
6. **Enforcement**
 - a. Process Violation – See City of Waukesha HR Policy *B20 - Software Usage and Standardization* approved this 2nd day of February 2010.
 - b. Additionally, see related regulation (governance, security, regulatory, HIPPA, SOX, ITIL, ISO, COBIT, Homeland Security, State of Wisconsin, Federal Government, etc.) as applicable.
7. **Standards Supporting this Policy**
 - a. ITIL
8. **Procedures Enforcing this Policy**
 - a. IT-IM-SOP 0.1 Incident Management SOP

ITIM-0.1 Incident Management POLICY Approval

The Person(s) listed below approve this ITIM-0.1 Incident Management POLICY Approval guideline for IT use on the date specified.

Approver Name
[Approved by]

Approved On
[Approved]