

Incident Assessment - Proposed Approach
DRAFT For Discussion Purposes – 3/7/2012

Purpose: To evaluate root causes of incidents impacting critical services and implement measures to prevent minimize future service disruptions.

Step	Who	Duration
1. Identify critical and/or most troublesome services for evaluation	Deputy Director, Assistant Directors	1 wk
2. For each critical service, gather and categorize incident data – look beyond major incidents	Assistant Directors, Service Owners (with support from Service Desk)	1 wk
3. Analyze incident data - determine root causes, look for trends, identify opportunities for improvement Note: Develop a standard set of questions to use during the analysis, such as: - Is service architected to ensure reliability? - Do technicians have appropriate tools to monitor service health? - Is additional training needed in specific technologies? - And others...	Assistant Directors, Service Owners, Teams	3 wks
4. Compare division assessments – identify similarities and opportunities for agency-wide improvement initiatives	Deputy Director, Assistant Directors	2 wks
5. Prioritize and resource initiatives	Deputy Director, Assistant Directors	1 wk
6. Implement identified improvements	Assistant Directors, staff resources as required	Varies
7. Evaluate results	Deputy Director, Assistant Directors	2 wks

Department communication regarding this initiative should include the following messages:

CTS provides quality and reliable services -

- Our customers are why we are here.
- We build and provide services to meet their business needs.
- Highly available services from CTS are key to their ability to meet their objectives.
- We care, and we have ownership of delivering high quality services to our customers.
- We focus on preventing service outages and degradations.
- When services are impacted, we take it seriously and devote CTS and vendor resources to remedy the situation with urgency.