IT Service Management

ITSM - SOA

Version 6.0
# Table of Contents

Read me ................................................................................................................................. ii

IT Service Management and Service-Oriented Architecture ........................................ 1
  Definition ............................................................................................................................... 1
  Infrastructure ....................................................................................................................... 2

Service Management Standards .................................................................................. 4
  IT Service Management .................................................................................................. 4
  Best Practices for IT Service Management .................................................................. 6
  ITIL .................................................................................................................................. 8
    Service Desk .................................................................................................................. 10
    Incident Management ................................................................................................. 11
    Problem Management ................................................................................................. 12
    Change Management .................................................................................................. 12
    Configuration Management ......................................................................................... 13
    Release Management .................................................................................................. 13
  ISO/IEC 20000 ................................................................................................................ 14

Service Request Policy .................................................................................................... 15
  Policy Statement ............................................................................................................. 15
  Goal ................................................................................................................................. 15

Service Request Standard .......................................................................................... 16
  Overview ......................................................................................................................... 16
  Standard .......................................................................................................................... 16
  Service Request Process ............................................................................................... 16
  Problem Resolution Process ......................................................................................... 17
  Scheduled Service Request ........................................................................................... 17
  Service Request Management ....................................................................................... 17
  Responsibility ................................................................................................................ 19
  Management & Functional IT Heads ............................................................................. 19
  Functional IT Representative (Help Desk Personnel) ..................................................... 19
  Help Desk Best Practices .............................................................................................. 19

Help Desk Policy ............................................................................................................. 22
  Policy Statement ............................................................................................................. 22
  Goal ................................................................................................................................. 22

Help Desk Standards ..................................................................................................... 23
  Overview .......................................................................................................................... 23
  Standard .......................................................................................................................... 23
  Best Practices for the Help / Service Desk ................................................................... 24
  Roles and Responsibilities ............................................................................................. 26
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk Procedures</td>
<td>27</td>
</tr>
<tr>
<td>Overview</td>
<td>27</td>
</tr>
<tr>
<td>Procedures</td>
<td>27</td>
</tr>
<tr>
<td>Service Request – Help Desk Priority Matrix &amp; Process Flow Charts</td>
<td>28</td>
</tr>
<tr>
<td>Help Desk Service Level Agreement</td>
<td>34</td>
</tr>
<tr>
<td>Overview</td>
<td>34</td>
</tr>
<tr>
<td>Service Level Agreement</td>
<td>35</td>
</tr>
<tr>
<td>Help Desk Availability</td>
<td>35</td>
</tr>
<tr>
<td>Call Priorities</td>
<td>35</td>
</tr>
<tr>
<td>Scheduled Tasks</td>
<td>35</td>
</tr>
<tr>
<td>Loaner Equipment</td>
<td>37</td>
</tr>
<tr>
<td>Acknowledgment Times</td>
<td>37</td>
</tr>
<tr>
<td>Acknowledgments Achieved</td>
<td>38</td>
</tr>
<tr>
<td>Resolution Times</td>
<td>38</td>
</tr>
<tr>
<td>Resolutions Achieved on Time</td>
<td>38</td>
</tr>
<tr>
<td>Metrics</td>
<td>39</td>
</tr>
<tr>
<td>Support Scope</td>
<td>40</td>
</tr>
<tr>
<td>Desktop Support</td>
<td>40</td>
</tr>
<tr>
<td>Network Support</td>
<td>40</td>
</tr>
<tr>
<td>Technology Standards</td>
<td>41</td>
</tr>
<tr>
<td>Internet Standards</td>
<td>41</td>
</tr>
<tr>
<td>User Guidelines</td>
<td>42</td>
</tr>
<tr>
<td>Employing the Help Desk</td>
<td>42</td>
</tr>
<tr>
<td>Training</td>
<td>42</td>
</tr>
<tr>
<td>Problem Reporting</td>
<td>42</td>
</tr>
<tr>
<td>Ticket Closure</td>
<td>42</td>
</tr>
<tr>
<td>Change Control Standard</td>
<td>43</td>
</tr>
<tr>
<td>Overview</td>
<td>43</td>
</tr>
<tr>
<td>Standard</td>
<td>43</td>
</tr>
<tr>
<td>Responsibility</td>
<td>46</td>
</tr>
<tr>
<td>Change Control Quality Assurance Standard</td>
<td>47</td>
</tr>
<tr>
<td>Overview</td>
<td>47</td>
</tr>
<tr>
<td>Standard</td>
<td>47</td>
</tr>
<tr>
<td>Testing</td>
<td>47</td>
</tr>
<tr>
<td>Test Script Development</td>
<td>48</td>
</tr>
<tr>
<td>Responsibility</td>
<td>50</td>
</tr>
<tr>
<td>Change Control Management Workbook</td>
<td>52</td>
</tr>
<tr>
<td>Overview</td>
<td>52</td>
</tr>
<tr>
<td>Standard</td>
<td>52</td>
</tr>
<tr>
<td>Documentation Standard</td>
<td>54</td>
</tr>
<tr>
<td>Overview</td>
<td>54</td>
</tr>
<tr>
<td>Standard</td>
<td>55</td>
</tr>
<tr>
<td>Core Application Documentation</td>
<td>55</td>
</tr>
<tr>
<td>Other Application Documentation</td>
<td>55</td>
</tr>
<tr>
<td>Responsibility</td>
<td>56</td>
</tr>
<tr>
<td>Other Application Documentation</td>
<td>55</td>
</tr>
<tr>
<td>Core Application Documentation</td>
<td>55</td>
</tr>
<tr>
<td>Other Application Documentation</td>
<td>55</td>
</tr>
<tr>
<td>Responsibility</td>
<td>56</td>
</tr>
<tr>
<td>Scheduled Tasks</td>
<td>35</td>
</tr>
<tr>
<td>Call Priorities</td>
<td>35</td>
</tr>
<tr>
<td>Acknowledgment Times</td>
<td>37</td>
</tr>
<tr>
<td>Acknowledgments Achieved</td>
<td>38</td>
</tr>
<tr>
<td>Resolution Times</td>
<td>38</td>
</tr>
<tr>
<td>Resolutions Achieved on Time</td>
<td>38</td>
</tr>
<tr>
<td>Metrics</td>
<td>39</td>
</tr>
<tr>
<td>Support Scope</td>
<td>40</td>
</tr>
<tr>
<td>Desktop Support</td>
<td>40</td>
</tr>
<tr>
<td>Network Support</td>
<td>40</td>
</tr>
<tr>
<td>Technology Standards</td>
<td>41</td>
</tr>
<tr>
<td>User Guidelines</td>
<td>42</td>
</tr>
<tr>
<td>Employing the Help Desk</td>
<td>42</td>
</tr>
<tr>
<td>Training</td>
<td>42</td>
</tr>
<tr>
<td>Problem Reporting</td>
<td>42</td>
</tr>
<tr>
<td>Ticket Closure</td>
<td>42</td>
</tr>
<tr>
<td>Service Level Agreement</td>
<td>35</td>
</tr>
<tr>
<td>Help Desk Availability</td>
<td>35</td>
</tr>
<tr>
<td>Call Priorities</td>
<td>35</td>
</tr>
<tr>
<td>Scheduled Tasks</td>
<td>35</td>
</tr>
<tr>
<td>Loaner Equipment</td>
<td>37</td>
</tr>
<tr>
<td>Acknowledgment Times</td>
<td>37</td>
</tr>
<tr>
<td>Acknowledgments Achieved</td>
<td>38</td>
</tr>
<tr>
<td>Resolution Times</td>
<td>38</td>
</tr>
<tr>
<td>Resolutions Achieved on Time</td>
<td>38</td>
</tr>
<tr>
<td>Metrics</td>
<td>39</td>
</tr>
<tr>
<td>Support Scope</td>
<td>40</td>
</tr>
<tr>
<td>Desktop Support</td>
<td>40</td>
</tr>
<tr>
<td>Network Support</td>
<td>40</td>
</tr>
<tr>
<td>Technology Standards</td>
<td>41</td>
</tr>
</tbody>
</table>
Version Control Policy ................................................................................................................... 58
  Policy Statement .......................................................................................................................... 58
  Goal ......................................................................................................................................... 58

Version Control Standard ............................................................................................................. 59
  Overview .................................................................................................................................. 59
  Standard ................................................................................................................................... 59
  Change Environment .................................................................................................................. 59
  Test Environment ...................................................................................................................... 60
  Production Environment .......................................................................................................... 60
  Quality Metrics ......................................................................................................................... 60
  Access Control ........................................................................................................................... 61
  Documentation ............................................................................................................................ 61
  Version Releases ........................................................................................................................ 62
  Definitions .................................................................................................................................. 63
  Responsibility ............................................................................................................................. 63

Service Level Agreement for [The Application] ........................................................................... 65
  Overview .................................................................................................................................. 65
  SLA ............................................................................................................................................ 65
  Internal IT SLAs .......................................................................................................................... 65
  External SLA ............................................................................................................................... 67

Policies ........................................................................................................................................... 70
  Internet, E-Mail and Electronic Communication ...................................................................... 70
  Blog and Personal Web Sites Policy .......................................................................................... 71
  BYOD Policy ............................................................................................................................... 71
  Sensitive Information Policy ........................................................................................................ 72

Appendix ....................................................................................................................................... 73
  Change Control Request Form .................................................................................................. 74
  Content Included as Separate Attachments ............................................................................. 78
    • Policies ................................................................................................................................. 78
      o Blog and Personal Web Site Policy .................................................................................... 78
      o BYOD Policy ....................................................................................................................... 78
      o Internet, e-Mail, Social Networking, Mobile Device, Electronic Communications, and Record Retention Policy ......................................................................................................................... 78
      o Sensitive Information Policy ............................................................................................... 78
      o Travel, Electronic Meeting, and Off-Site Meeting Policy .................................................... 78
    • Electronic Forms and Questionnaires .................................................................................. 78
      o Business and IT Impact Analysis Questionnaire .............................................................. 78
      o Blog Policy Compliance Agreement – Electronic Form ..................................................... 78
      o BYOD Access and Use Agreement – Electronic Form ....................................................... 78
      o Email - Employee Acknowledgment – Electronic Form ..................................................... 78
      o Internet Access Request – Electronic Form ....................................................................... 78
      o Internet & Electronic Communication - Employee Acknowledgment – Electronic Form ...... 78
      o Internet Use Approval – Electronic Form .......................................................................... 78
      o Sensitive Information Policy Compliance Agreement – Electronic Form ......................... 78

What’s New ..................................................................................................................................... 79
**Definition**

IT service management (ITSM) is a discipline for managing information technology (IT) systems, philosophically centered on the customer's perspective of IT's contribution to the business. ITSM stands in deliberate contrast to technology-centered approaches to IT management and business interaction.

Service-Orient Architecture (SOA) is an Information Technology and system architecture design approach built around computer services and components that are reused and recombined easily using a standard interface.

In an SOA, software and application components advertise themselves on a network offering a service to other software and components. A customer service system could provide a look-up that a credit application and financial management system could use. That is in contrast with a traditional approach were each of the
on the subjects addressed in within BS15000. For more information about British Standards, visit the BSI website.

ITIL 3.0 is structured around core components:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

This template is in compliance with the ITIL v3.0 standard and has a service focus. The processes that are addressed in that standard are:

- Access Management
- Availability Management
- Capacity Management
- Evaluation
- Event Management
- Financial Management (aka Service Economics)
- Information Security Management

This is a sample of the final product; these pages are for your review only and are protected by Janco's copyright. PAGES HAVE BEEN EXCLUDED.
### Service Request - Help Desk Priority Matrix & Process Flow Charts

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Acknowledgement</th>
<th>Resolution</th>
<th>Assignment</th>
<th>Missed Acknowledgement</th>
<th>50% to Resolution Time</th>
<th>Proactive Notification</th>
<th>Missed Resolution</th>
<th>Escalation Level</th>
<th>Notification Level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>P1</strong></td>
<td>Multiple Users / No Workaround</td>
<td>10 min.</td>
<td>ASAP</td>
<td>15 min. Help Desk, assign to SWAT</td>
<td>Notify management with Hourly updates until acknowledgement received</td>
<td>N/A</td>
<td>Hourly Updates to Help Desk. Coordinator</td>
<td>N/A</td>
<td>Auto-escalate to next support level; Metrics Report</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>P2</strong></td>
<td>Multiple Users Work around Available; Single User / No Workaround; VIP</td>
<td>30 min.</td>
<td>4 hrs.</td>
<td>15 min. Help Desk, assign to lead or analyst</td>
<td>Reminder Page</td>
<td>N/A</td>
<td></td>
<td>Auto-escalate to Lead Metrics Report</td>
<td>Notify Management Metrics Report</td>
<td></td>
</tr>
<tr>
<td><strong>P3</strong></td>
<td>Single User / Workaround</td>
<td>1 hr.</td>
<td>8 hrs.</td>
<td>15 min. Help Desk, assign to analyst</td>
<td>Reminder Page</td>
<td>N/A</td>
<td></td>
<td>Auto-escalate to Lead Metrics Report</td>
<td>Notify Management Metrics Report</td>
<td></td>
</tr>
<tr>
<td><strong>P4</strong></td>
<td>Scheduled Requests</td>
<td>8 hrs.</td>
<td>per agreement</td>
<td>Help Desk</td>
<td>Reminder Page</td>
<td>N/A</td>
<td></td>
<td>Notify Management</td>
<td>Metrics Report</td>
<td></td>
</tr>
</tbody>
</table>

**This is a sample of the final product; these pages are for your review only and are protected by Janco’s copyright.**

**Pages have been excluded**

---

Content Included as Separate Attachments

The content for the items listed below is updated frequently. We have opted to include those items individually so they can be updated without having to update this extensive document with those revisions. The Items are:

- **Policies**
  - Blog and Personal Web Site Policy
  - BYOD Policy
  - Internet, e-Mail, Social Networking, Mobile Device, Electronic Communications, and Record Retention Policy
  - Sensitive Information Policy
  - Travel, Electronic Meeting, and Off-Site Meeting Policy

- **Electronic Forms and Questionnaires**
  - Business and IT Impact Analysis Questionnaire
  - Blog Policy Compliance Agreement - Electronic Form
  - BYOD Access and Use Agreement - Electronic Form
  - Email - Employee Acknowledgment - Electronic Form
  - Internet Access Request - Electronic Form
  - Internet & Electronic Communication - Employee Acknowledgment - Electronic Form
  - Internet Use Approval - Electronic Form
  - Sensitive Information Policy Compliance Agreement - Electronic Form
What’s New

Version 6.0

- Major rewrite of change control and version control as part of ITSM and SOA
- Updated all of the electronic forms
- Added materials for BYOD and mobile computing
- Updated to offering to include frequently update items as electronic form
- Updated to meet all of the current compliance requirements

Version 5.0

- Added BYOD support
- Re-formatted utilizing CSS style sheet
- Added Electronic Forms
- Blog Compliance Agreement
- BYOD Access and Use Agreement
- Email employee Agreement
- Internet Access Request
- Internet and Electronic Communications
- Internet Use Approval
- Sensitive Information Policy Compliance Agreement

Version 4.1

- Added section on Best Practices for the Help Desk
- Updated formatting
- Corrected minor errata
Version 4.0

- Updated Format to comply with CSS
- Updated Business and IT Impact Questionnaire
- Updated to meet mandated requirements

Version 3.4

- Update Blog and Personal Web Site Policy
  - Updated to meet Sarbanes-Oxley requirements
  - Updated Blog and Personal Web Site Compliance Agreement
  - Added section on Rights to Content
- Added Best Practices Section

Version 3.3

- Added section on Service Management Standards including ITIL and ISO 20000
- Updated process flow charts

Version 3.2

- Updated section on e-mail, Internet and Electronic Communications
- Updated Blog Policy Acknowledgement Form
- New Forms
  - Internet Usage Policy – Employee Acknowledgement (short form)
  - E-Mail Usage Policy – Employee Acknowledgement (short form)

Version 3.1

- Corrections to errata
- Defined Service-Oriented Architecture
- Added Service Level Agreement Policy Template (application)
Version 3.0

- Sensitive Information Policy
- Sensitive Information Compliance Agreement

Version 2.2

- Blog and Personal Web Site Policy
- Blog Policy Compliance Agreement

Version 2.1

- Internet, E-Mail and Electronic Communication Policy – Added
- Travel and Off-Site Meeting Security – Added
- Forms – Check boxes automated for double clicks