

## Generic ITIL

## Role Involvement (Service Desk Analyst)

Process	Task Title	Description	Involvement
DRAFT! 3-04-1 Early Life Support	1.2 Transfer support knowledge to operational support staff		Informed
DRAFT! 4-02 Incident Management	1.1 Identify the incident	Identify the incident Refer to output from monitoring systems, email or portal	Responsible
	1.2 Log the incident	All incidents should be logged in the ITSM systemCapture data according to the guidelines	Responsible
	1.3 Categorise the incident	Using the categories defined in the ITSM toolCategorise the incident according to guidelines	Responsible
	1.4 Prioritise the incident	Set the priority of the incident Priority based on the impact and urgency of the incident to the business	Responsible
	2.1 Investigate and diagnose	Identify the resolution for the incidentEscalation may be required if a First Time Fix (FTF) is not achievable	Responsible
	2.3 Management escalation	If further management support is requiredHierarchic escalation to senior management	Responsible
	2.4 Hierarchic escalation	Management support required to escalate the incidentRefer to the management escalation chain for the service	Assists
	2.5 Communicate progress	Update progress to the relevant stakeholderCommunicate effectively across stakeholders	Responsible
	3.1 Resolve incident	Resolve incident, refer to KEDB if requiredThis may require a workaround	Responsible
	3.2 Restore service	Restore service according to SLARequires understanding of the service level agreement	Responsible
DRAFT! 4-02-1 Major Incident	3.3 Close incident	Close incident with relevant detailsUse the closure categories as described in the tool and the guidelines for closure	Responsible
	1.1 Identify the incident		Responsible
	1.2 Log the incident	All incidents should be logged in the ITSM system.	Responsible
	1.3 Categorise the incident	- using the categories defined in the ITSM tool. Categorise the incident according to the guidelines.As the incident has been prioritised as Major, the categorisation will assist with the correct support team allocation.	Responsible
DRAFT! 4-03 Service Request Management	1.8 Close Major Incident	Ensure communication of restoration of service to relevant parties.	Responsible
	1.1 Request for Service	A request for service is raised by the user or from service operations teams, suppliers or business risk and security teams	Informed
	1.2 Record Service Request	If the request for service is not completed via a dedicated user interface, the details of the request are transcribed into the relevant SR tool.	Responsible
DRAFT! 4-03-1 Record Service Request	1.4 Service Request Fulfilment	For Standard Service Requests, the appropriate fulfilment process is selected and initial actions taken to start the process	Assists
	1.1 Confirm Service Request definition	The SR is reviewed to check that there is sufficient detail and it is understood	Responsible
	1.2 Return to User/Requestor	If there is insufficient information the Request is returned to the user with detail of what further information is required	Responsible
	1.3 Apply appropriate delivery procedure(s)	If the request fits into a standard delivery model and is part of the published service catalogue then the SR is allowed to proceed on. If it requires any special delivery steps, these can be added at this time	Responsible
DRAFT! 4-05 Access Management	1.5 Receive Access Request	Requests for access or variation of access to service(s) are collated and checked for completeness	Responsible
	1.6 Verify Access Requests	Verify the requesting user's identity and that they have a valid requirement for access to the service(s). For Joiners ensure that a name is quoted for a similar account to where they will be working if appropriate.	Responsible
	1.7 Valid Request?	Determine if the requirement for access to the service(s) is valid and take appropriate action If it is a valid request go to 1.11 If it is not a valid request (incomplete or incorrect information), return to the requesting process either 1.1, 1.2, 1.3, or 1.4	Responsible

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	1.8 Valid User?	Determine if the identity is correct and take appropriate action If correct go to 1.11 If it is not a valid user, return to the requesting process either 1.1, 1.2, 1.3, or 1.4	Responsible
	1.9 Is it a request for Access?	Determine if this is a new request or for removal or change of access rights If it is a new request go to 1.12 if not process to 1.10	Responsible
	1.10 Is it a request to suspend services?	As part of the HR Disciplinary Process, has a restriction or suspension of services been requested? If so go to 1.14	Responsible
	1.11 Log and Track Access Request	Monitor and control all access requests	Responsible
	1.12 Provide Rights	Create tasks for each group to deliver the appropriate access to the user	Assists
	1.13 Check and Monitor Identify status	Users change role within their organisations regularly, and their are many occassions when this requires amendment of their access rights. These include: Job role changes; promotion or demotion; resignation or death; transfer; retirement; disciplinary action; dismissal.	Assists
	1.14 Remove or restrict rights	Amend users rights to the service or remove them completely	Assists
	1.15 Is there an Incident?	Exceptions should be handled by Incident Management, with the use of pre-defined models for securle handling and resolution	Responsible