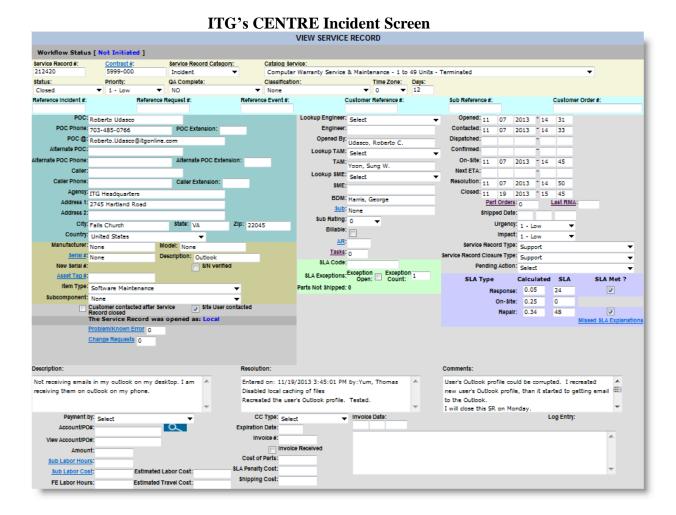**Incident Management**
Mandatory criteria (need 100%)

1. Does the tool facilitate the creation, modification and closure of Incident records?
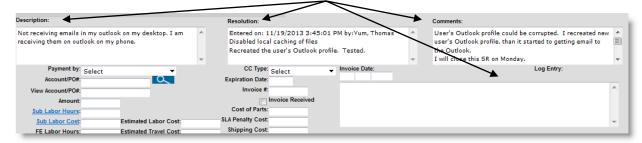
Comments: Yes

The Incident Management Screens facilitate the creation, modification and closure of Incident records.

ITG's CENTRE Incident Screen

2. Does the tool support the input of free text for the recording of Incident descriptions and resolution activities?

Comments: Yes. The Incident Screen has four (4) free text entry fields.

3. During Incident registration, are time, date and Incident number fields mandatory?

Comments: Yes. The call number and 'Opened Date/Time' are automatically generated and applied to the incident.

4. Does the tool restrict the ability to open, modify and close Incident records to authorized staff only?
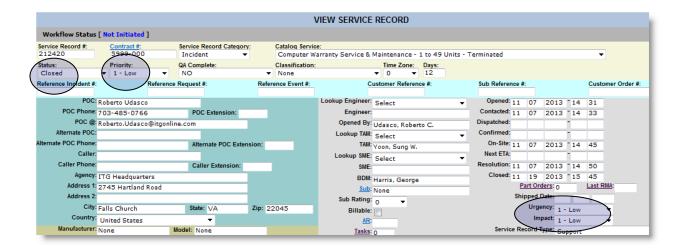
Comments: Yes.

From:
'ITG CENTRE Introduction'
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1. *System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.*

5. Does the tool automate the rapid classification and recording of Incidents?
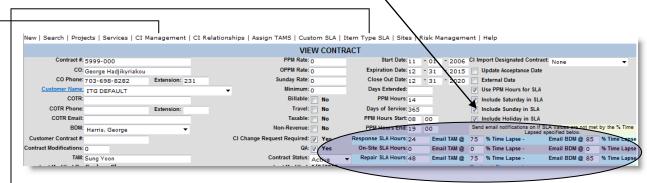
Comments: Yes. CENTRE has many classifications built into the service call record. Urgency and Impact values are automatically populated to the incident if an asset is matched to the incident. These values may be modified on the incident or entered to the incident if no asset is matched. The Priority value is automatically calculated from Urgency and Impact values.

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 212420
Contract #: 5999-000
Service Record Category: Incident
Catalog Service: Computer Warranty Service & Maintenance - 1 to 49 Units - Terminated

Status: Closed
Priority: 1 - Low
QA Complete: NO
Classification: None
Time Zone: 0
Days: 12

Reference Incident #: | Reference Request #: | Reference Event #: | Customer Reference #: | Sub Reference #: | Customer Order #:

POC: Roberto Udasco
POC Phone: 703-485-0766   POC Extension:
POC @: Roberto.Udasco@itgonline.com
Alternate POC:
Alternate POC Phone: Alternate POC Extension:
Caller:
Caller Phone: Caller Extension:
Agency: ITG Headquarters
Address 1: 2745 Hartland Road
Address 2:
City: Falls Church   State: VA   Zip: 22045
Country: United States
Manufacturer: None   Model: None

Lookup Engineer: Select
Engineer:
Opened By: Udasco, Roberto C.
Lookup TAM: Select
TAM: Yoon, Sung W.
Lookup SME: Select
SME:
BDM: Harris, George
Sub: None
Sub Rating: 0
Billable:
AR:
Tasks: 0

Opened: 11 07 2013 14 31
Contacted: 11 07 2013 14 33
Dispatched:
Confirmed:
On-Site: 11 07 2013 14 45
Next ETA:
Resolution: 11 07 2013 14 50
Closed: 11 19 2013 15 45
Part Orders: 0   Last RMA:
Shipped Date:
Urgency: 1 - Low
Impact: 1 - Low
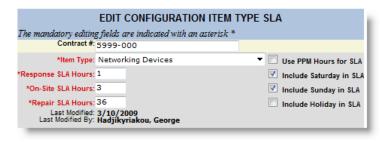Service Record Type: Support

6. Does the tool facilitate customizable thresholds for automated escalation?

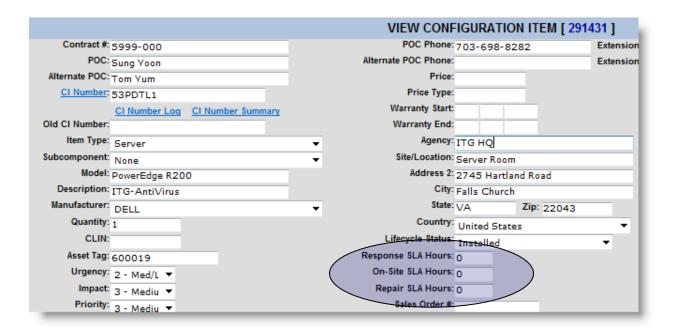Comments: Yes. There are customizable automatic escalation thresholds:

1- The SLA (Service Level Agreement) threshold. The Contract screen which is associated to the Incident via the Contract number has an automatic default threshold for SLA events. This is the default SLA threshold if no Item type or CI threshold exists.

New | Search | Projects | Services | CI Management | CI Relationships | Assign TAMS | Custom SLA | Item Type SLA | Sites | Risk Management | Help

VIEW CONTRACT

Contract #: 5999-000
CO: George Hadjikyriakou
CO Phone: 703-698-8282   Extension: 231
Customer Name: ITG DEFAULT
COTR:
COTR Phone: Extension:
COTR Email:
BDM: Harris, George
Customer Contract #:
Contract Modifications: 0
TAM: Sung Yoon

PPM Rate: 0
OPPM Rate: 0
Sunday Rate: 0
Minimum: 0
Billable: No
Travel: No
Taxable: No
Non-Revenue: No
CI Change Request Required: Yes
QA: Yes
Contract Status: Active

Start Date: 11 - 01 - 2006
Expiration Date: 12 - 31 - 2015
Close Out Date: 12 - 31 - 2020
Days Extended:
PPM Hours: 14
Days of Service: 365
PPM Hours Start: 08 00
PPM Hours End: 19 00
Response SLA Hours: 24   Email TAM @ 75   % Time Lapse -   Email BDM @ 85   % Time Lapse
On-Site SLA Hours: 0   Email TAM @ 0   % Time Lapse -   Email BDM @ 0   % Time Lapse
Repair SLA Hours: 48   Email TAM @ 75   % Time Lapse -   Email BDM @ 85   % Time Lapse

CI Import Designated Contract: None
Update Acceptance Date
External Data
Use PPM Hours for SLA
Include Saturday in SLA
Include Sunday in SLA
Include Holiday in SLA
Send email notifications on if SLA values are not met by the % Time Lapsed specified below.

If overriding SLA's are required for specific Item types within the contract, they are applied via the contract 'Item Type SLA'.   This SLA overrides the contract default.
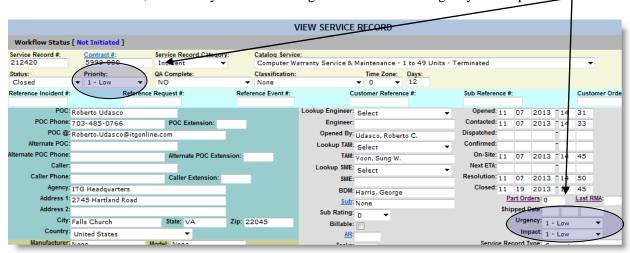
EDIT CONFIGURATION ITEM TYPE SLA

*The mandatory editing fields are indicated with an asterisk *

Contract #: 5999-000
*Item Type: Networking Devices
*Response SLA Hours: 1
*On-Site SLA Hours: 3
*Repair SLA Hours: 36
Last Modified: 3/10/2009
Last Modified By: Hadjikyriakou, George

Use PPM Hours for SLA
Include Saturday in SLA
Include Sunday in SLA
Include Holiday in SLA

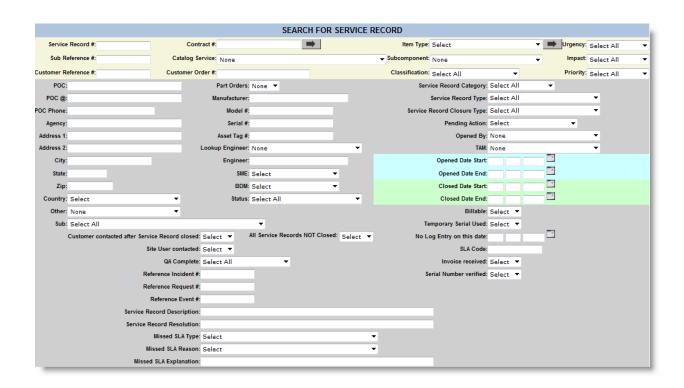The CI SLA has the highest priority and overrides the Item type and Contract SLA's.

7. Does the tool enable priority, impact, and urgency indicators to be allocated to Incident records?

Comments: Yes. The CI's Priority, Urgency and Impact values are automatically applied to the Incident and are modifiable. If no CI exists, the Urgency and Impact values may be manually entered.   In either case, the Priority field is the weighted values of the Urgency and Impact.
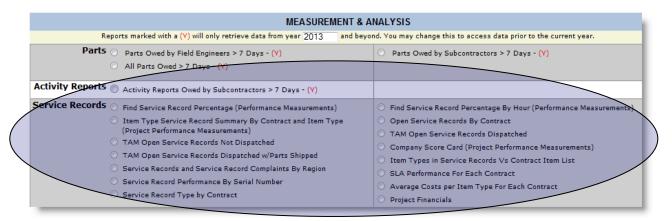

8. Does the tool facilitate the monitoring and tracking of Incidents?

Comments: Yes. The Incident search screen facilitates various methods to monitor and search all Incident records. The user selects all desired fields (singularly or combined) to filter the data to their needs.
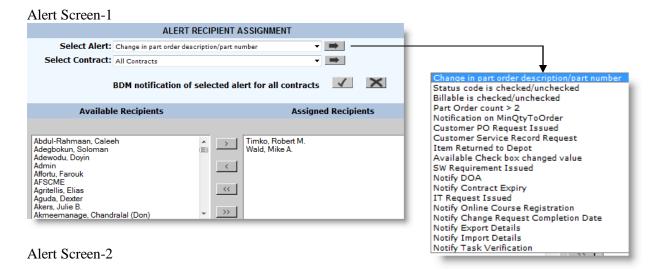
SEARCH FOR SERVICE RECORD

Service Record #:	Contract #:	Item Type: Select ▼	Urgency: Select All ▼
Sub Reference #:	Catalog Service: None ▼	Subcomponent: None ▼	Impact: Select All ▼
Customer Reference #:	Customer Order #:	Classification: Select All ▼	Priority: Select All ▼
POC:	Part Orders: None ▼	Service Record Category: Select All ▼	
POC @:	Manufacturer:	Service Record Type: Select All ▼	
POC Phone:	Model #:	Service Record Closure Type: Select All ▼	
Agency:	Serial #:	Pending Action: Select ▼	
Address 1:	Asset Tag #:	Opened By: None ▼	
Address 2:	Lookup Engineer: None ▼	TAM: None ▼	
City:	Engineer:	Opened Date Start:	
State:	SME: Select ▼	Opened Date End:	
Zip:	BDM: Select ▼	Closed Date Start:	
Country: Select ▼	Status: Select All ▼	Closed Date End:	
Other: None ▼		Billable: Select ▼	
Sub: Select All ▼		Temporary Serial Used: Select ▼	
Customer contacted after Service Record closed: Select ▼	All Service Records NOT Closed: Select ▼	No Log Entry on this date:	
Site User contacted: Select ▼		SLA Code:	
QA Complete: Select All ▼		Invoice received: Select ▼	
Reference Incident #:		Serial Number verified: Select ▼	
Reference Request #:			
Reference Event #:			
Service Record Description:			
Service Record Resolution:			
Missed SLA Type: Select ▼			
Missed SLA Reason: Select ▼			
Missed SLA Explanation:			

Additionally, there are several Incident monitoring reports available on the Measurement and Analysis Reports Screen.

MEASUREMENT & ANALYSIS

Reports marked with a (Y) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.

Parts
- ○ Parts Owed by Field Engineers > 7 Days - (Y)
- ○ All Parts Owed > 7 Days - (Y)
- ○ Parts Owed by Subcontractors > 7 Days - (Y)

Activity Reports
- ○ Activity Reports Owed by Subcontractors > 7 Days - (Y)

Service Records
- ○ Find Service Record Percentage (Performance Measurements)
- ○ Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements)
- ○ TAM Open Service Records Not Dispatched
- ○ TAM Open Service Records Dispatched w/Parts Shipped
- ○ Service Records and Service Record Complaints By Region
- ○ Service Record Performance By Serial Number
- ○ Service Record Type by Contract
- ○ Find Service Record Percentage By Hour (Performance Measurements)
- ○ Open Service Records By Contract
- ○ TAM Open Service Records Dispatched
- ○ Company Score Card (Project Performance Measurements)
- ○ Item Types in Service Records Vs Contract Item List
- ○ SLA Performance For Each Contract
- ○ Average Costs per Item Type For Each Contract
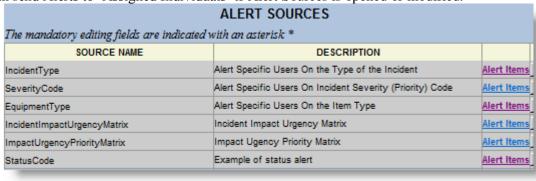- ○ Project Financials

9. Does the tool support the automated routing (alerting) of Incidents to selected support staff or groups? For example the Service Desk, Network Operations, etc.

Comments: Yes. Automated alerts are created and tailored for predetermined actions and are sent to individuals (singularly or as many as desired) via the Alert Assignment Screens.
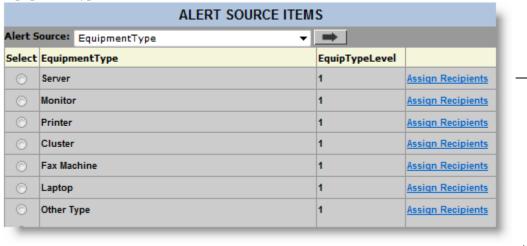
Alert Screen-1

Alert Screen-2

Can send Alerts to 'Assigned Individuals' if Alert Sources is opened or modified.

Send Alerts to 'Assigned Individuals' if an Incident is opened or modified with these 'Status' codes.

Equipment Type Alert

ALERT SOURCE ITEMS

Alert Source: EquipmentType

Select	EquipmentType	EquipTypeLevel	
○	Server	1	Assign Recipients
○	Monitor	1	Assign Recipients
○	Printer	1	Assign Recipients
○	Cluster	1	Assign Recipients
○	Fax Machine	1	Assign Recipients
○	Laptop	1	Assign Recipients
○	Other Type	1	Assign Recipients

ALERT ITEM [SERVER] - RECIPIENTS IN SOURCE [EQUIPMENTTYPE]

Alert Item: Server

Select User Group: Select Group

Available Recipients		Assigned Recipients
Velasquez, Elsa Vestal, Cory VIATECH viatest Vicker, Stephen Vieira, Jeff Viens, James Vigen II, Thomas E. Villarreal, Patrick Vize, Cheri	> < << >>	Vespe, Robert R.

Alert notice when Server incident is opened

From: CENTRE [unknown]   Sent: Thu
To: Robert Vespe
Cc:
Subject: Incident #101672 Item Type selected for this incident is [Server]
Attachments:

```
Incident# : 101672
     CustRefNum :
       Contract : 8032-000
      Date/time : 8/9/200710:20
            POC : JUAN VEGA
          Phone : 333-888-9999
         AltPOC : D
       AltPhone : 3_____
         Agency : US DISTRICT COURT
        Address : 301 NORTH MIAMI AVE   RM 389
     City/State : MIAMI FL 31128
            Mfr : hp
  Serial Number : 3432222
    Description : server
        Problem : Test of EQ type alert
           Note : Item Type selected for this incident is [Server]
```

[Server]

10. Does the tool facilitate flexible report generation?

Comments: Yes. The Reports tab contains numerous readily available reports. Many of these reports are customizable via filtering selections once executed.

Apart from the available reports in the CENTRE reports screen, users have access to the Ad-hoc reporting system. A user is able to select desired data tables to join, filter, sort, save, and run reports.

11. Does the tool facilitate the production of management reports from historical Incident records?

Comments: Yes. All management reports (readily available and ad-hoc) are tailored to any historical periods.

MEASUREMENT & ANALYSIS		
Reports marked with a (Y) will only retrieve data from year 2013 and beyond. You may change this to access data prior to the current year.		

Service Records

- Find Service Record Percentage (Performance Measurements)
- Item Type Service Record Summary By Contract and Item Type (Project Performance Measurements)
- TAM Open Service Records Not Dispatched
- TAM Open Service Records Dispatched w/Parts Shipped
- Service Records and Service Record Complaints By Region
- Service Record Performance By Serial Number
- Service Record Type by Contract

- Find Service Record Percentage By Hour (Performance Measurements)
- Open Service Records By Contract
- TAM Open Service Records Dispatched
- Company Score Card (Project Performance Measurements)
- Item Types in Service Records Vs Contract Item List
- SLA Performance For Each Contract
- Average Costs per Item Type For Each Contract
- Project Financials

SERVICE RECORD PERCENTAGE BY CONTRACT
PERIOD: 11/01/2013 TO 11/22/2013

Contract #	Total Service Records	Total Service Record %
4333-000	8	1.47
5999-000	47	8.64
8044-001	2	0.37
8045-111	2	0.37
8068-000	276	50.74
8102-555	1	0.18
8103-110	20	3.68
8103-120	9	1.65
8103-130	14	2.57

12. Does the tool facilitate the analysis of Incident and call data to identify trends?

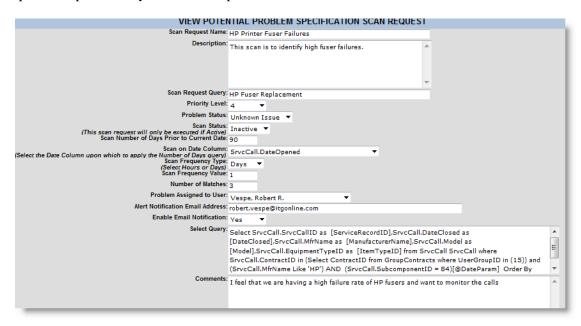Comments: Yes. There are numerous methods to identify trends.

1- By using the 'Search for Incident' screen, any single or combination of data fields may be interrogated.

2- To analyze Incident data, the Ad-hoc reporting system can select, filter, sort, and save reports.
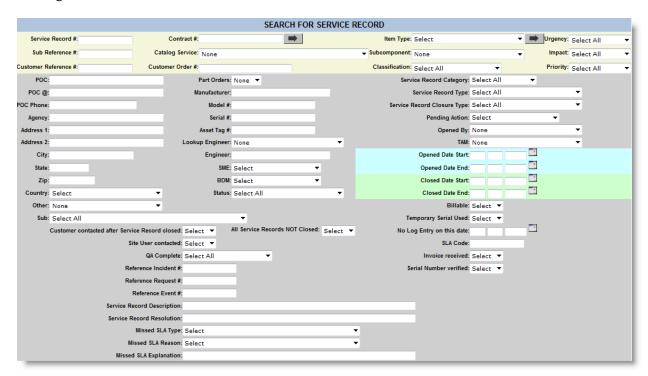
3- Using the Potential Problem Management System (PPMS), users may construct analysis queries to periodically search and report on Incident trends.

13. Is the tool able to generate reports on outstanding (unresolved) Incidents?

Comments: Yes. Unresolved incidents can be pending actions, missing dates, open incidents or any other non-completed status entry. Any one selection or combination of selections can be interrogated via the search for Incident screen.

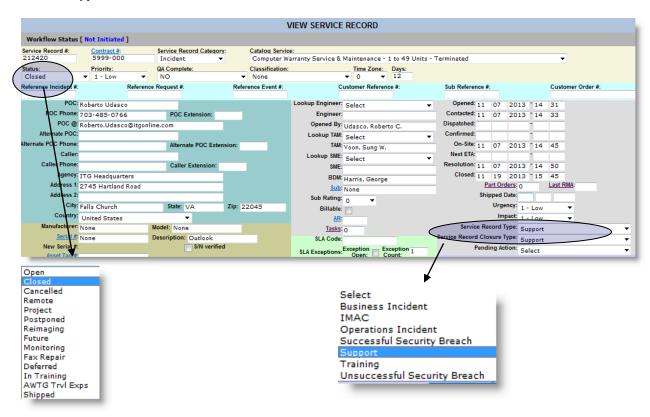or, information may be obtained from the reports screen.

14. Does the tool provide a secure historical audit log of all Incident updates and resolution activities?

Comments: Yes. Incident historical information is captured in the Incident log and is un-modifiable.

15. Does the tool facilitate Incident closures by utilizing customizable Incident closure codes?

Comments: Yes.   Customizable closure codes are available within the 'Status' and 'Incident Closure Type' field entries.

16. Does the tool provide search capabilities for closed Incidents?

Comments: Yes. By searching for closed dates, closed status, or Service Record Closure Type (singularly or combined), one can tailor a report on closed incidents using any combination of these or other selectable fields.

Problem Management
Integration Criteria (need 100%)

1. Does the tool facilitate Incident matching? For example, listing all possible Problem matches keyed on the categorization tree.

Comments: Yes. A report facilitating categorization Incident matching can be achieved via the search Incident screen. The search can be conducted singularly or in any combination of search fields. For example, a search may be conducted on the Item or Service Record Type,

Additional incident matching may be performed using the Ad-hoc reporting system.

Another means to retrieve incident matches is via the Potential Problem Management System (PPMS). Using this system, one can identify possible trends by pulling data on specific categorizations within the incident records.

Using this system to match incidents, a pre-written ad-hoc report is executed on user designed categories (such as server power supplies, equipment model, Incident Closure type, or any other incident fields), and is automatically executed as a background process. The PPMS system is designed to automatically send a report to the user or group of users when an established threshold of incidents which match your criteria has been breached.

VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

Scan Request Name: HP Printer Fuser Failures
Description: This scan is to identify high fuser failures.

Scan Request Query: HP Fuser Replacement
Priority Level: 4
Problem Status: Unknown Issue
Scan Status: Inactive
(This scan request will only be executed if Active)
Scan Number of Days Prior to Current Date: 90
Scan on Date Column: SrvcCall.DateOpened
(Select the Date Column upon which to apply the Number of Days query)
Scan Frequency Type: Days
(Select Hours or Days)
Scan Frequency Value: 1
Number of Matches: 3
Problem Assigned to User: Vespe, Robert R.
Alert Notification Email Address: robert.vespe@itgonline.com
Enable Email Notification: Yes
Select Query: Select SrvcCall.SrvcCallID as [ServiceRecordID],SrvcCall.DateClosed as [DateClosed],SrvcCall.MfrName as [ManufacturerName],SrvcCall.Model as [Model],SrvcCall.EquipmentTypeID as [ItemTypeID] from SrvcCall SrvcCall where SrvcCall.ContractID in (Select ContractID from GroupContracts where UserGroupID in (15)) and (SrvcCall.MfrName Like 'HP') AND (SrvcCall.SubcomponentID = 84)[@DateParam] Order By
Comments: I feel that we are having a high failure rate of HP fusers and want to monitor the calls

2. Does the tool enable and maintain the relationships between Incident, Known Error, and Problem records?

Comments: Yes. The Incident record may be linked to a Problem record(s). In this example, this incident is linked to one Problem Record. Problem records may be noted as a Problem, Known Problem, or, it may be Closed.

Clicking on the Problem/Known Error hyperlink will display linked Problem record(s) list.

Clicking on the Problem Record list hyperlink will display the Problem record

All related incidents to this Problem record are listed here and may be selected and viewed

3. Does the tool facilitate the closure of all Incidents when the associated Problem or Known Error is resolved?

Comments: Yes. All associated incidents to Problem Records are identified.   Also, when the Problem status changes from 'Problem' to 'Known Error', or 'Closed', an email notification is sent to the TAM's assigned to the associated Incidents (only Incidents are not closed).

4. Does the tool facilitate the production of reports from Incident data that can be used by Problem Management to identify any degradation to Service(s) or unavailability?

Comments: Yes. A Problem Management report may be created in the PPMS system. The report is keyed from selection criteria and matched with its associated ad-hoc extraction program. The Ad-hoc program can be tailored to identify availability and disruption time periods. For example; an ad-hoc report can be created to determine if an incident has passed a number of days or exceeded the SLA.

PPMS report

Additionally, Problem management may produce reports from the Incident search screen or data may be extracted from the ad-hoc reporting system.

Configuration Management

1. Does the tool facilitate secure and controlled access to the Configuration Management Database to navigate, modify and extract Incident related information?

Comments: Yes. Access is secured by user ID and password at various levels.

From:
'ITG CENTRE Introduction'
Document Control # 180-v2

2. ***System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.***

2. Does the tool provide linkage to user details?

Comments: Yes. When viewing an incident record, clicking on the Serial number hyperlink provides a link to the contract equipment (CI) record which leads through logs and summaries.

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 106545	Contract #: 8068-000	Service Record Category: Incident
	Catalog Service: General Support (Service Call Management) - No Price	
Status: Closed	Priority: 1 - Low	QA Complete: Attempted To Survey
Classification: None	Time Zone: 0	Days: 5

Reference Incident #:
Reference Request #:
Reference Event #:
Customer Reference #: I168639

POC: Mary
POC Phone: 614-
POC Extension:
POC @: Mary
Alternate POC:
Alternate POC Phone:
Alternate POC Extension:
Caller: SD
Caller Phone:
Caller Extension:
Agency: HUD
Address 1: 200 North High Street
Address 2:
City: Columbus State: OH Zip: 43215-2463
Country: United States

Lookup Engineer: Select
Engineer:
Opened By: Guidry, Yves N. (Nino)
Lookup TAM: Select
TAM: Seager, Terence P.
Lookup SME: Select
SME: Bohner, Frederick V.
BDM: Ceely, George B.
Sub: Computing Resource Mai
Sub Rating: 3
Billable: ☐
AR:
Tasks: 0

Manufacturer: DELL
Model: M5200
Description: Printer
Serial #: 41S3H21
S/N verified ☑
New Serial #:
Asset Tag #: 047224
Item Type: Printer

SLA Code: W2 BS 24
SLA Exceptions: Exception Open: ☐ Exception Count: 0
Parts Not Shipped: 0

VIEW CONFIGURATION ITEM [160662]

Contract #: 8068-000
POC:
Alternate POC:
CI Number: 41S3H21
CI Number Log   CI Number Summary
Old CI Number:
Item Type: Printer
Subcomponent: None
Model: M5200
Description: Printer
Manufacturer: DELL
Quantity:
CLIN:
Asset Tag: 047224
Urgency: 1 - Low
Impact: 1 - Low
Priority: 1 - Low

POC Phone: 614 Extension:
Alternate POC Phone: Extension:
Price:
Price Type:
Warranty Start:
Warranty End:
Agency: HUD
Site/Location: 200 N. High Street ,7th Floor
Address 2:
City: Columbus
State: OH Zip: 43215
Country: United States
Lifecycle Status: None
Response SLA Hours: 0
On-Site SLA Hours: 0
Repair SLA Hours: 0
Sales Order #:
Invoice #:

Customer DO #:
Customer DO Date:
Maintenance DO #:
Maintenance DO Date:
DO Due Date:
Ship Date:
Install Date:
Training Date:
Billable: ☐
Not Active: ☐
Last Modified: 12/3/2010 2:24:23 PM
Last Modified By: Humes, David J.
☐ External Data
☐ Use PPM Hours for SLA
☐ Include Saturday in SLA
☐ Include Sunday in SLA
☐ Include Holiday in SLA
Creation Date:

VIEW CI NUMBER LOG [41S3H21]

Log Entry	Time Stamp	Transaction By User	Contract	CENTRE Part	Service Record	Purchase Order	Purchase Order Receive	Part Order	Sales Order	Ship To Vendor
SERVICE CALL ISSUED.	6/18/2007 12:08:44 PM	Reed, Steven W.	8068-000	-	106545	-	-	-	-	-
SERVICE CALL ISSUED.	2/7/2008 1:03:15 PM	Reed, Steven W.	8068-000	-	123021	-	-	-	-	-
SERVICE CALL ISSUED.	2/8/2008 11:24:22 AM	Buenaventura, Bryan	8068-000	-	123238	-	-	-	-	-

CI NUMBER [41S3H21] SUMMARY

First Service Record Date	Service Records	Total Parts Shipped	Total Parts Cost	Total Electronic Repair Labor Charges	Total Subcontractor Labor Charges	Last Service Record Date
6/18/2007 12:08:44 PM	10	14	1,123.46	0.00	1,187.50	4/12/2011 5:32:51 PM

SELECT SERVICE RECORD

View Large Page

Service Record #	Service Record Category	Contract #	POC Name	POC Phone	Agency	City	State	Country	Part Orders	Shipped	Sub	Days	Opened	Closed	Status
106545	Incident	8068-000	Maryann A. Creager	614-469-5737	HUD	Columbus	OH	United States	1	6/15/2007	Computing Resource Maintenance Service	5	6/13/2007 08:54	6/18/2007 11:30	Closed
123021	Incident	8068-000	Jeri L. Mahone	614-469-5787	HUD	Columbus	OH	United States	0	.	Computing Resource Maintenance Service	1	2/8/2008 10:00	2/7/2008 11:30	Closed
123238	Incident	8068-000	Jeri L. Mahone	614-469-5787	HUD	Columbus	OH	United States	0	.	Computing Resource	0	2/8/2008	2/8/2008	Closed

Change Management

1. Does the tool facilitate secured and controlled access to Change Management information such as Change schedules and Change history?

Comments: Yes. Access is secured by user ID and password validation at various levels.
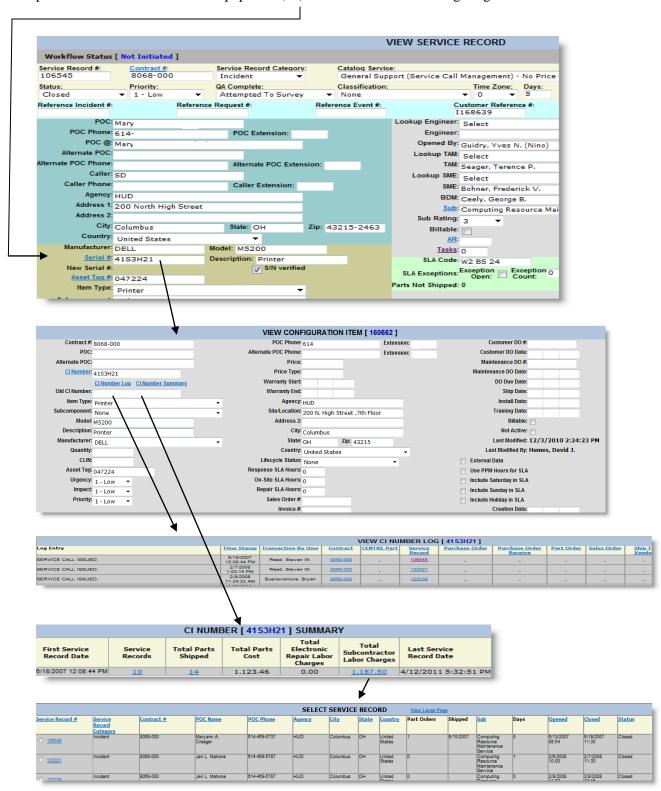

From:
'ITG CENTRE Introduction'
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3. *System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.*

- Each time the RFC record is modified:
    o The 'Date Last Updated' and 'Last Updated By' information is captured.
    o The Record may only be edited by the issuer or the Chairman/Deputy Chairman until the 'Status is set to 'Approved', then, *__only__* the Chairman/Deputy Chairman or the 'Assigned To' individual may edit the record.
    o Each time a change is made to the record's main page, the details of the change are chronologically reflected in the 'Track Changes' field.

2. Does the tool support an interface with the Change Management tool to determine whether scheduled Changes provide a solution to an existing Incident?

Comments: Yes. The change management records maintain the associated incident number(s) which hypertext to the Incident.

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | New Requirement | Help

VIEW CHANGE REQUEST [7]

Workflow Status [**Not Initiated**]

Change Request Name: **ITIL Requirement – Add a Severity code and SLA values to the asset data record and service call scre**

Category:	Major Change
Change Type:	Software
Change Authority:	Software Engineering MRB

Desired Completion Date: 10/31/2006

Proposed Change: 1- Add a Severity field (read-only calculated severity code (1-5) from the values indicated in the Criticality and Impact fields. Develop a method to use the criticality and impact codes to create a weighted severity code value. As an asset is entered, the weighted value will populate this field. A possible weighted value could be the combination of these two asset fields to create the severity value as the following;

Description of current or potential non-conformance/justification: ITIL states in The Incident management/functional criteria question #4; 'Does the tool facilitate the automatic prioritization, assignment, and escalation of Incidents based on the record categorization?'

Actions Summary:

12/04/2006 - By George Hadjikyriakou

Implemented software requirement 699 to satisfy this change request.

11/09/2006 - By George Hadjikyriakou

Generate a software requirement 699 to satisfy this change request.

CONFIGURATION ITEM SOURCE RECORDS

Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Problem	33
Change Request	Requirement	699

FETCH CONFIGURATION ITEM SOURCE RECORDS
*The mandatory editing fields are indicated with an asterisk ***

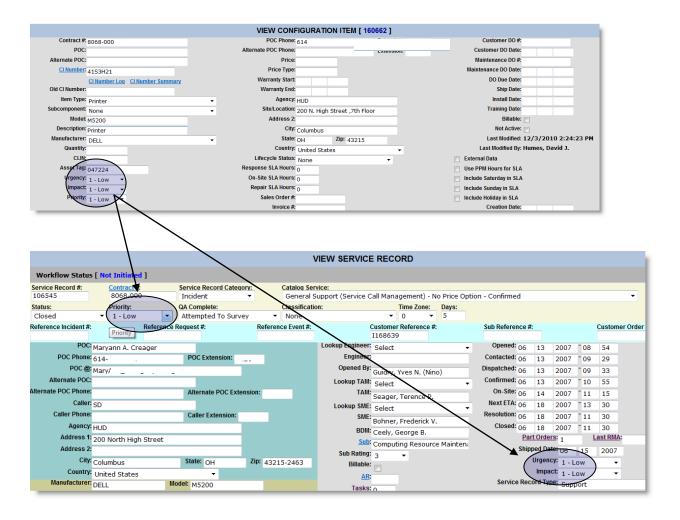|	
*SelectConfiguration Item SourceType:	Change Request
*SelectConfiguration Item Source:	Incidents

Identify all associated Incidents

SELECT CONFIGURATION ITEM SOURCE RECORDS

Select	SrvcCallID	ContractNum	CustPOC	CustPOCPhone	Agency	City	State	Shipped	Subcontractor	DateOpened	TimeOpened	DateClosed	Time
☐	75268	7319-998			NIH	Rockville	MD	0	Dave Lovelace	3/24/2006	10:41		
☐	89829	7815-003			USDA-FSA	Farmington	ME	0	None	11/8/2006	14:48		
☐	91349	5263-000			ITG	Falls Church	VA	0		11/9/2006	12:28		
☐	92200	7815-003			USDA-FS	Falfurrias	TX	0	None	11/30/2006	11:05		
☐	95586	7319-999			NASA	Washington	DC	0	Dave Lovelace	1/22/2007	15:57		
☐	96751	4550-005			ITG	FALLS CHURCH	VA	0		2/6/2007	09:05		
☐	96816	7319-999	JUDY SNYDER	301-677-0843	Dept. of the Army, DOIM	FORT MEADE	MD	0	Dave Lovelace	2/6/2007	09:29	3/12/2007	12:45

Functional Criteria
(need 80%)

1. Does the tool facilitate the recording of categorization codes in terms of affected Service or CI type?

Comments: Yes. Both the Urgency and Impact codes are values relating to the affected service. The equipment type and subcomponent are configuration item types. The CI record maintains a Priority value (a weighted value of the urgency and impact fields), free text fields, SLA's, and configuration information. When Incidents are opened for this CI, the Urgency, Impact, and CI Priority are posted (and may be modified) to the Incident.

2. Does the tool facilitate Incident Management to notify and assign high priority Incidents to multiple destinations?

Comments: Yes. High priority incidents may be identified on the contract default SLA, contract 'Equip Type SLA, or on the specific CI.   SLA management alerts are configurable and can be assigned to multiple locations.

Additionally, the system has an alerts feature which is designed to notice individuals or groups. These alerts may be by Incident Type (Support, Training, IMAC), Incident status, Incident Priority, Incident Item type, and others.

3. Does the tool facilitate the dissemination of information to the user community? For example, an interface that allows users to check the status of requests or view outage information.

Comments: Yes. Users can check on the status of Change Requests, Incidents, and Problem Records. The user may enter any search criteria singularly or combined (with wildcard entries) to tailor a report to there needs. Access is secured by user ID and password validation at various levels.

Change Request (maintains links to problems and incidents)

Problems (maintains links to RFC's and incidents)

Incidents (maintains links to problems and RFC')

4. Does the tool facilitate the automatic prioritization, assignment, and escalation of Incidents based on the record categorization?

Comments: Yes. The 'Alerts' system provides assignment for numerous categories. Priorities are automatically determined during incident registration from the CMDB and are modifiable. Additionally, SLA routing is configurable by contract, item type, and CI.

ALERT SOURCES

SOURCE NAME	DESCRIPTION	
IncidentType	Alert Specific Users On the Type of the Incident	Alert Items −
StatusCode	Alert Specific Users On the Status field	Alert Items −
Priority		Alert Items −
SeverityCode	Alert Specific Users On Incident Severity (Priority) Code	Alert Items −
EquipmentType	Alert Specific Users On the Item Type	Alert Items −
IncidentImpactUrgencyMatrix	Incident Impact Urgency Matrix	Alert Items −
ImpactUrgencyPriorityMatrix	Impact Ugency Priority Matrix	Alert Items −
*Source Name		
Select a table ▾		+

ALERT SOURCE ITEMS

Alert source: IncidentType ▾

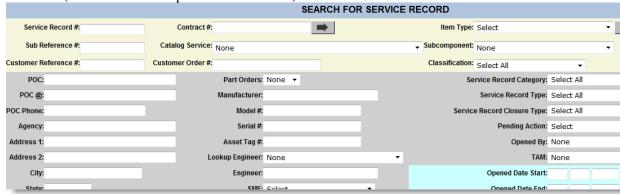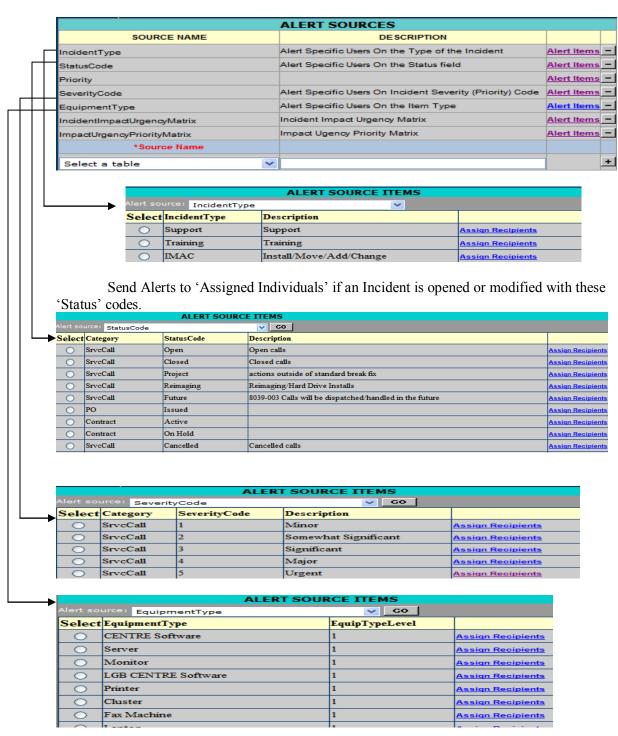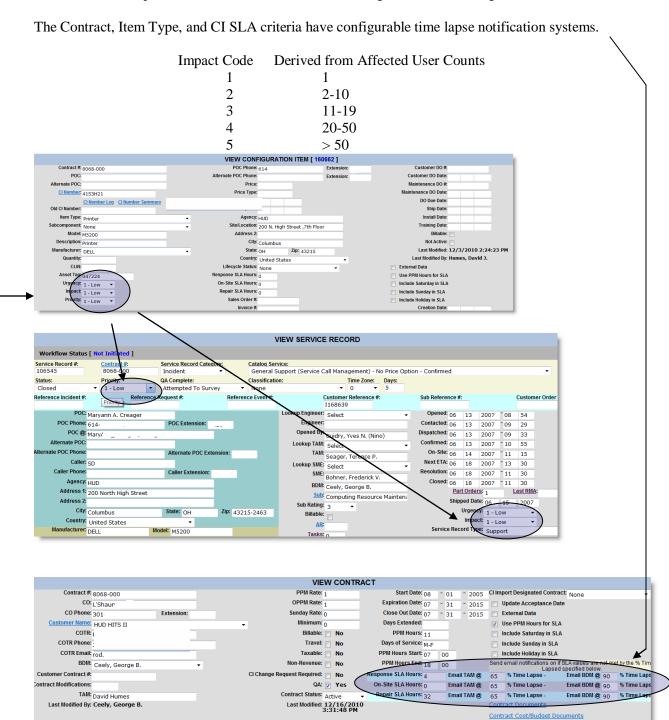| Select	IncidentType	Description	
○	Support	Support	Assign Recipients
○	Training	Training	Assign Recipients
○	IMAC	Install/Move/Add/Change	Assign Recipients

Send Alerts to 'Assigned Individuals' if an Incident is opened or modified with these 'Status' codes.

ALERT SOURCE ITEMS

Alert source: StatusCode ▾ GO

Select	Category	StatusCode	Description	
○	SrvcCall	Open	Open calls	Assign Recipients
○	SrvcCall	Closed	Closed calls	Assign Recipients
○	SrvcCall	Project	actions outside of standard break fix	Assign Recipients
○	SrvcCall	Reimaging	Reimaging/Hard Drive Installs	Assign Recipients
○	SrvcCall	Future	8039-003 Calls will be dispatched/handled in the future	Assign Recipients
○	PO	Issued		Assign Recipients
○	Contract	Active		Assign Recipients
○	Contract	On Hold		Assign Recipients
○	SrvcCall	Cancelled	Cancelled calls	Assign Recipients

ALERT SOURCE ITEMS

Alert source: SeverityCode ▾ GO

Select	Category	SeverityCode	Description	
○	SrvcCall	1	Minor	Assign Recipients
○	SrvcCall	2	Somewhat Significant	Assign Recipients
○	SrvcCall	3	Significant	Assign Recipients
○	SrvcCall	4	Major	Assign Recipients
○	SrvcCall	5	Urgent	Assign Recipients

ALERT SOURCE ITEMS

Alert source: EquipmentType ▾ GO

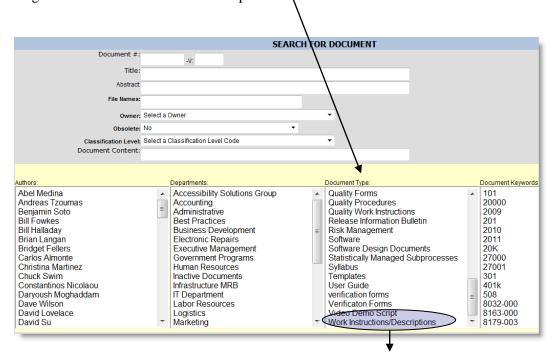| Select	EquipmentType	EquipTypeLevel	
○	CENTRE Software	1	Assign Recipients
○	Server	1	Assign Recipients
○	Monitor	1	Assign Recipients
○	LGB CENTRE Software	1	Assign Recipients
○	Printer	1	Assign Recipients
○	Cluster	1	Assign Recipients
○	Fax Machine	1	Assign Recipients
○	Laptop	1	Assign Recipients

5. Does the tool facilitate the automatic escalation of Incidents based on affected users and pre-determined time intervals or milestones?

Comments: Yes. Affected users of an incident are used to determine the Priority value. The weighted value of a CI's urgency and impact are used to determine the incident priority. The 'affected users' impact value is calculated via the following table and is configurable.

The Contract, Item Type, and CI SLA criteria have configurable time lapse notification systems.

Impact Code	Derived from Affected User Counts
1	1
2	2-10
3	11-19
4	20-50
5	> 50

6. Does the tool facilitate the use of knowledge and or support scripts for Incident diagnosis and resolution?

Comments: Yes. The DCS (document control system) contains knowledge support and incident diagnosis/resolution documents and reports.

SEARCH FOR DOCUMENT

Document #: ___ -V: ___
Title: ___
Abstract: ___
File Names: ___
Owner: Select a Owner
Obsolete: No
Classification Level: Select a Classification Level Code
Document Content: ___

Authors:	Departments:	Document Type:	Document Keywords:
Abel Medina	Accessibility Solutions Group	Quality Forms	101
Andreas Tzoumas	Accounting	Quality Procedures	20000
Benjamin Soto	Administrative	Quality Work Instructions	2009
Bill Fowkes	Best Practices	Release Information Bulletin	201
Bill Halladay	Business Development	Risk Management	2010
Brian Langan	Electronic Repairs	Software	2011
Bridget Fellers	Executive Management	Software Design Documents	20K
Carlos Almonte	Government Programs	Statistically Managed Subprocesses	27000
Christina Martinez	Human Resources	Syllabus	27001
Chuck Swim	Inactive Documents	Templates	301
Constantinos Nicolaou	Infrastructure MRB	User Guide	401k
Daryoush Moghaddam	IT Department	verification forms	508
Dave Wilson	Labor Resources	Verificaton Forms	8032-000
David Lovelace	Logistics	Video Demo Script	8163-000
David Su	Marketing	Work Instructions/Descriptions	8179-003

DOCUMENT #	TITLE	AUTHOR	DCS SUBMISSION DATE	DB INFO REVISED	CLASSIFICATION LEVEL	OBSOLETE	VIEW
566-V1	CMMI Process Area- Project Planning	Michael Angelakis	5/23/2005 4:34:00 PM	12/8/2011 11:11:45 AM	Public	No	View
1292-V1	Contract Specific Work Instruction 8163-000 Philips Navy Hospitality LCD TV Maintenance	Roberto Udasco	8/27/2012 1:49:59 PM	9/11/2013 2:25:16 PM	Public	No	View
1281-V1	Contract Specific Work Instruction 8179-006 US Marine Corp Air Station	Roberto Udasco	8/1/2012 3:03:01 PM	9/11/2013 2:26:08 PM	Public	No	View
1290-V1	Contract Specific Work Instruction 8201-109 NAVY TV (Navy Gateway Inns & Suites {NGIS})	Roberto Udasco	8/27/2012 1:11:21 PM	9/11/2013 2:26:43 PM	Public	No	View
1291-V1	Contract Specific Work Instruction 8201-999 AFNAF TV (US Air Force)	Roberto Udasco	8/27/2012 1:16:30 PM	9/11/2013 2:27:07 PM	Public	No	View
1282-V1	Contract Specific Work Instruction 8211-333 Atlas World Group	Roberto Udasco	8/1/2012 4:38:39 PM	9/11/2013 2:27:43 PM	Public	No	View
1283-V1	Contract Specific Work Instruction 8215-108 DCMA Asset Recovery	Roberto Udasco	8/3/2012 2:51:47 PM	9/11/2013 2:28:19 PM	Public	No	View
1293-V2	Contract Specific Work Instruction: 8179-003 IRS (Symmetry Service Group)	Roberto Udasco	8/30/2012 10:28:49 AM	9/11/2013 2:28:46 PM	Public	No	View
684-V1	DELL Employee Purchase Program - Labor Resources	Tina Hong	5/4/2006 4:45:00 PM	5/15/2012 5:07:59 PM	Public	No	View
952-V2	Dell MFP 1815dn Setup Procedure - Electronic Repairs	Yi-Chiu Lin	4/2/2008 5:37:02 PM	8/8/2012 11:00:25 AM	Public	No	View

Dell MFP 1815dn ITG Depot Setup

Turning on Beep Codes

1. Turn on the printer

2. Press the **Right cursor** twice to highlight **Menu**

3. Press the **OK (Checkmark) button** to enter **Menu**

4. Press the **Left cursor** three times to highlight **Sound/Volume**

5. Press the **OK (Checkmark) button** to enter **Sound/Volume**

6. Press the **OK (Checkmark) button** to enter **Speaker**

7. If it is not set to **On**, press the **Right cursor** until it says **On**

8. Press the **Back button**

9. Press the **Right cursor** twice to highlight **Button**

10. Press the **OK (Checkmark) button** to enter **Button**

11. If it is not set to On, press the Right cursor until it says On

Organization Name	Integration Technologies Group,Inc.
Brand name of Product	CENTRE (Common ENTerprise, REsource, system)
Version of Product to be Assessed	**Release 4.6.3 07/24/2007**
Client Contact Name and Title	Robert R. Vespe Consultant
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