Incident Management

OIT Behind the Scenes

Webinar Series
Setting Expectations

Lights!
- Camera & Audio

Action!
- Participatory Activities

Camera!
- Recorded Session

Cut!
- Q & A
TODAY’S AGENDA

• Process that drives OIT’s response to technology outages on campus
• When things aren’t working: what YOU can do & where to find information
• Watch us make lowkey fools of ourselves
INCIDENT MANAGEMENT

(Things Break Sometimes. This Is How We Fix Them.)
Major Incidents

Kent Carpenter
Director, OIT Service Management
• User has an issue, contacts the Service Desk
• Monitoring tools help us identify potential problems
• OIT staff provides additional input
• Process-driven coordination
BEFORE WE HAD A PROCESS

INCIDENT MANAGEMENT

- IT Service Management (ITSM)
- IT Infrastructure Library (ITIL)
- Better Documentation & Communication
- Continual Improvement
What location/service is affected?

How many users does this affect?

What is financial, security, or reputational risk?

SCOPE

IMPACT

URGENCY

PRIORITY
<table>
<thead>
<tr>
<th>Incident Classification</th>
<th>Urgency</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>High</td>
</tr>
<tr>
<td>Campus Wide (H)</td>
<td>Priority 1</td>
</tr>
<tr>
<td>Multiple (M)</td>
<td>Priority 2</td>
</tr>
<tr>
<td>Individual (L)</td>
<td>Priority 3</td>
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</tbody>
</table>

*MAJOR INCIDENT*
Investigation

• Monitoring tools
• User calls
• Tickets
• Chats
• OIT Staff confirmation
Information Collected

• Who
• What
• Where
INCIDENT MANAGEMENT BEGINS

• Review incident information
• Move conversation to #outages
• Open Zoom call
• Start triage efforts
THE OUTAGE ZOOM BEGINS...
Outage Communication

Christy Snyder
OIT Communications Officer
WHAT WE JUST SAW

• General internal coordination
  • IM engages resources
  • Bridge to share info quickly
  • Importance of tickets
  • Investigation begins
  • Communication, communication, communication
Outage Communications

WHAT WE COMMUNICATE

• Who
• What
• When
• Where
• Workaround (if available)
Outage Communications

- Alert that there may be a problem
- Update when problem is confirmed
- When we have new info
status.ucmerced.edu

• Central place to find information about the general health of major campus technology systems
Access the Status Page:  
status.ucmerced.edu
All’s well
Warning
Partial/intermittent issue
Problem
Service completely unavailable
OIT STATUS PAGE + DOWNSTREAM UPDATES

status.ucmerced.edu

Twitter

OIT Website

UC Merced Connect

Digital Signage (campus)
MEANWHILE, BACK ON CAMPUS...
Outage Resolution

Chuck Aby
Operations Management
WHAT WE JUST SAW

- Recovery
  - Multiple confirmations
  - Escalation
- Closing out incident
  - Communication
  - Follow-up
• Staff Availability
• Workarounds
• Backups HW/SW
• Confirmation
THE INCIDENT MANAGEMENT PROCESS
Ownership

Focus

Documentation

Communication

INCIDENT MANAGER ROLE
ONE WEEK LATER...
WHAT WE JUST SAW

PIR = Post Incident Review
• Historical accounting of what happened

RCA = Root Cause Analysis
• What caused the incident?
Post Incident Review

- Review sequence of events for accuracy
- Identification of errors, delays, learning opportunities, remediations
- Assignment of Problem Tasks (PTASKs)
ROOT CAUSE ANALYSIS (RCA)

Network disruption in COB-2

Switch went offline

Power supply failed and the secondary supply didn’t support the switch as expected

Bug in vendor code
WHY DO WE DO THIS?

Transparency

Learning/Continual Improvement

Historical value, reporting, trend analysis

Twitter Meme Game
Your Role In Incident Management

• **Report an Incident**
  • Visit: servicehub.ucmerced.edu
  • Click “Report a Problem”

• **Check System Status**
  • Visit: it.ucmerced.edu
  • Click “System Status”
COMING SOON: MORE BEHIND THE SCENES!

Jan 13 – Classroom Support
Feb 15 – Cloud Infrastructure
Mar 14 – Research IT
http://ucm.edu/v/oitbehindthescenes
OIT Behind the Scenes: Incident Management was created on location at the University of California, Merced in Merced, California!

Thanks to all the participants who put hard work into this webinar!

Chuck Aby, Operations Management & Subject Matter Expert

he puts up with us

Katie Adams Arca, User Experience Specialist & Webinar Coordinator

tries to rein in the madness

Jodon Bellofatto, Lead Analyst for Technology Enhanced Spaces

is going to show us all up with his webinar

Rosemary Braden, Computer Resource Specialist

is the gamest of the game

Nathan Bremmer, Senior Network Engineer

liked stealing Ernie’s scooter a little too much
Kent Carpenter, OIT Service Management Director
& Subject Matter Expert
OG Major Incident

Nick Dugan, Deputy Chief Information Officer
& Subject Matter Expert
Scriptwriter extraordinaire

Edson Gonzales, Videoconferencing & Media Streaming Specialist
& Webinar Support
we make him do a lot of stuff at the last minute

Keith Hughes, Network Services Director
thanks for the GoPro we didn’t use and for letting us steal your team’s time

Ann Kovalchick, Chief Information Officer
aka Chief Instigator

Preethi Merugumala, Student Technology Consultant
she organizes the madness when we let her

Ernie Montoya, Classroom Support Specialist
OG Scooter Gang and frankly maybe the best actor
Gisele Murillo, Network Engineer
was born to fix things to the Mission Impossible theme song

Alicia Nesslage, Student Technology Consultant
The very best STC actress

Christian Ortiz, Student Technology Consultant
& Media Production
he started this whole thing

Rachel Peters, Learning Technologies Manager
& Webinar Support
know-it-all in charge

Quinnicie Reider, Student Technology Consultant
& Media Production
is graduating and we’re going to miss her like crazy

Christy Snyder, Communications Officer
& Subject Matter Expert
Bad Movie director & editor (aka it’s all my fault)

Icons made by the following artists courtesy of flaticon.com:
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That's all, folks!