

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



UC MERCED OFFICE OF
INFORMATION
TECHNOLOGY

INCIDENT MANAGEMENT

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

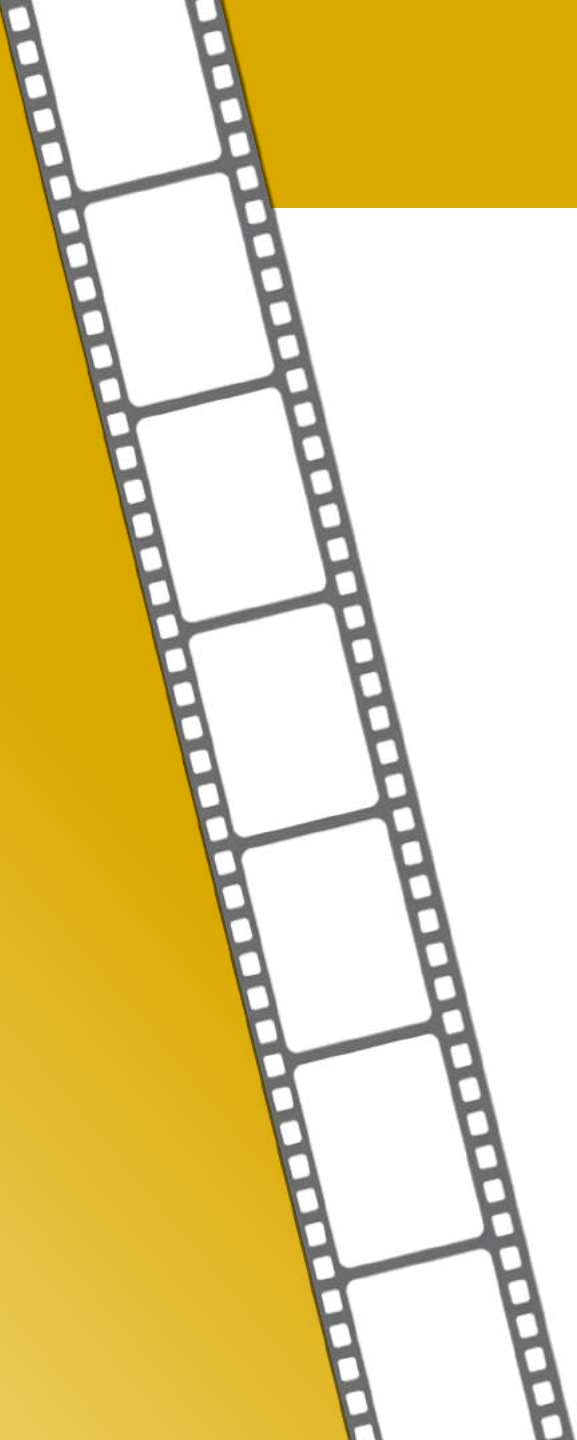


Major Incidents

Kent Carpenter

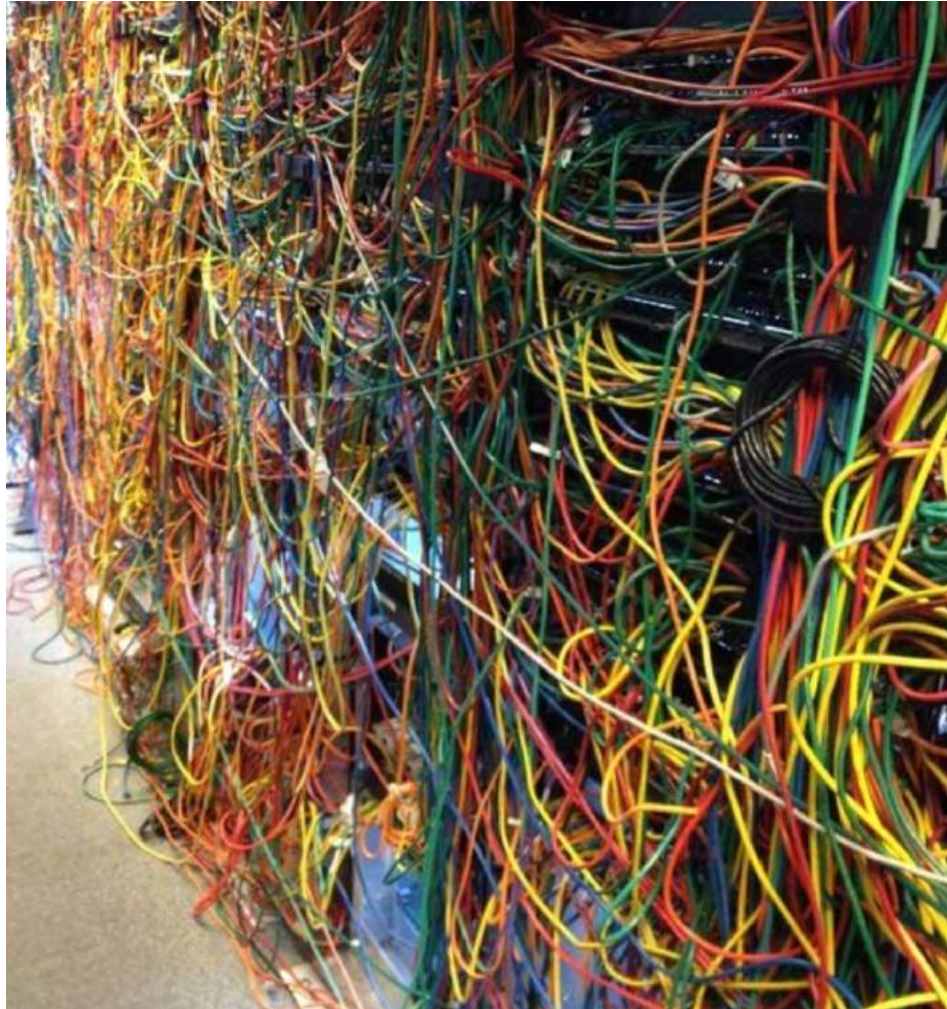
Director, OIT Service Management

WHAT WE JUST SAW

- 
- 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

SCOPE

What location/service is affected?

IMPACT

How many users does this affect?

URGENCY

What is financial, security, or reputational risk?

PRIORITY



CLASSIFICATION

Incident Classification		Urgency		
		High	Medium	Low
Impact	Campus Wide (H)	Priority 1	Priority 2	Priority 3
	Multiple (M)	Priority 2	Priority 3	Priority 4
	Individual (L)	Priority 3	Priority 4	Priority 4

! MAJOR INCIDENT

Investigation

HOW WE
KNOW THERE'S
A PROBLEM

- 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



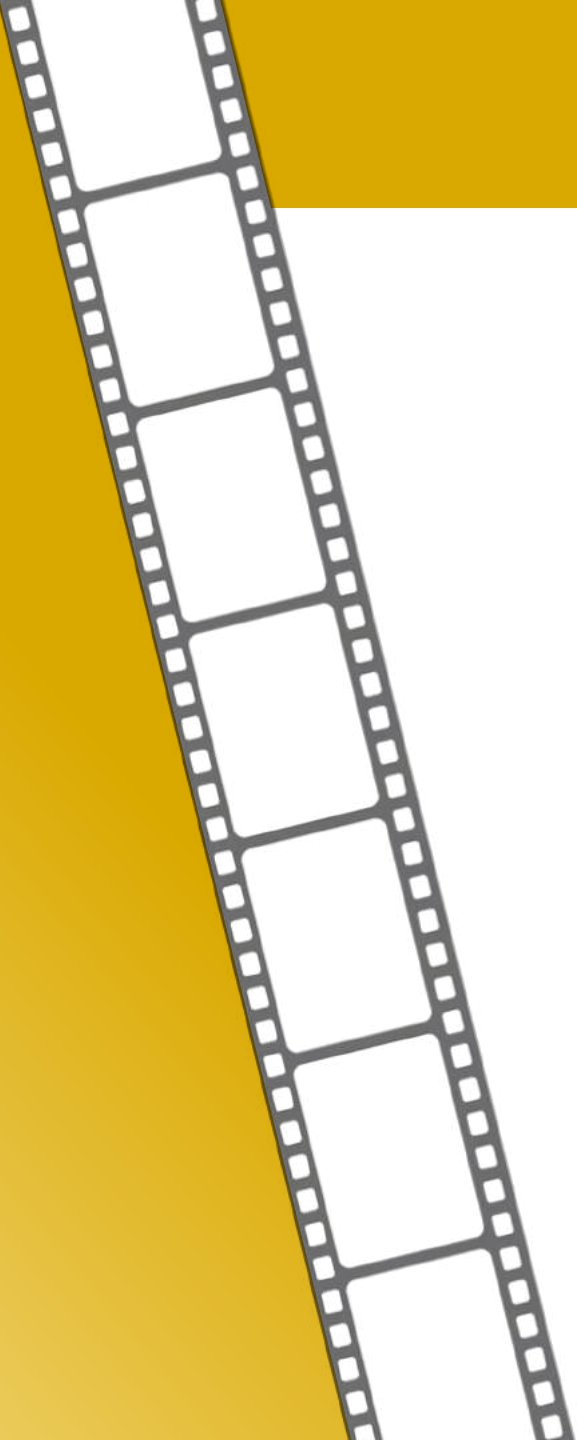
**THE OUTAGE
ZOOM BEGINS...**



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

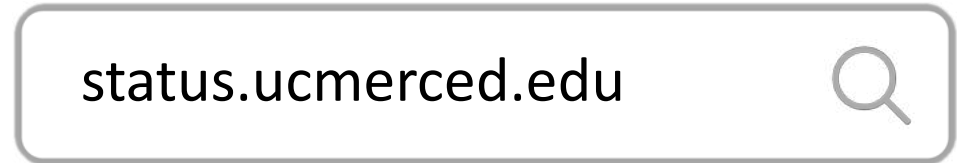
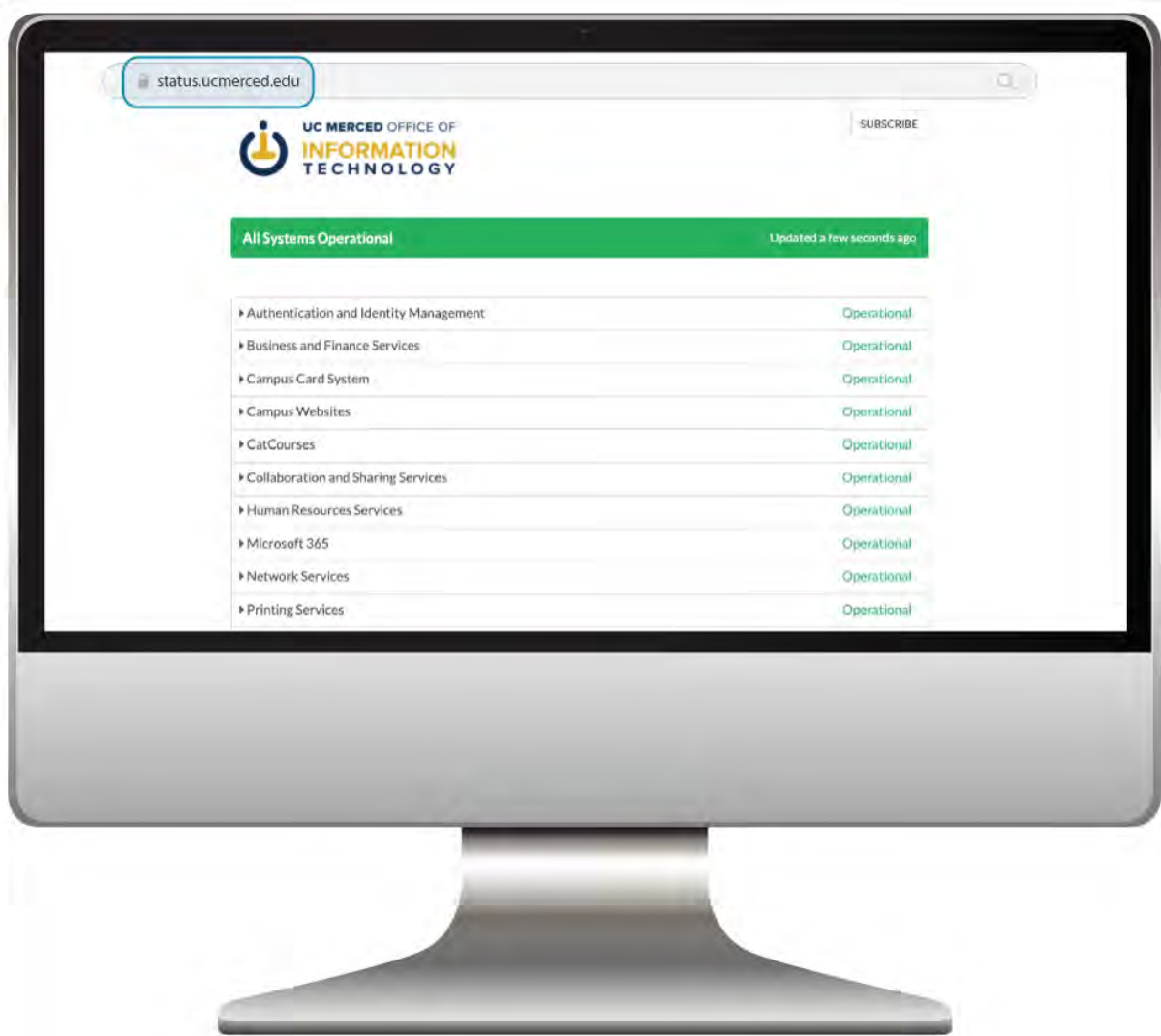
- Who
- What
- When
- Where
- Workaround (if available)

Outage Communications



MESSAGE
FREQUENCY

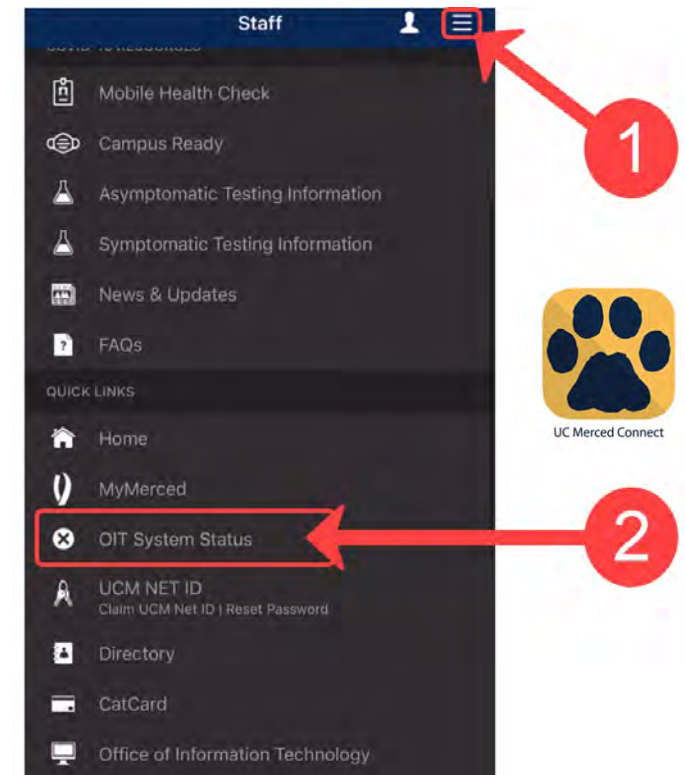
- Alert that there may be a problem
- Update when problem is confirmed
- When we have new info

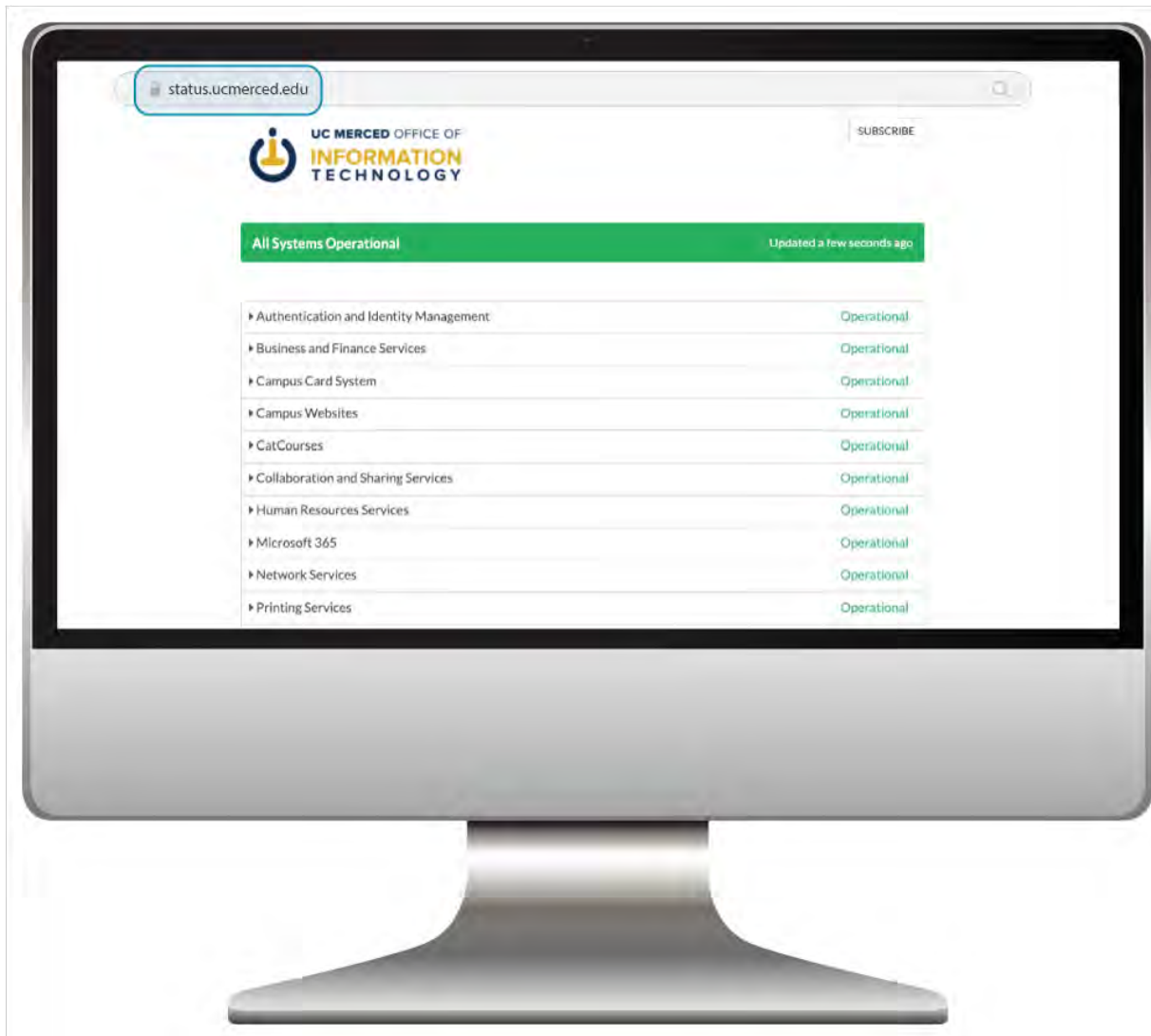


- Central place to find information about the general health of major campus technology systems

Access the Status Page:

status.ucmerced.edu





All's well



Warning

Partial/intermittent issue



Problem

Service completely
unavailable

Access the OIT Twitter Feed:

twitter.com/ucmit

The screenshot shows the website's navigation menu with the following categories:

- SERVICE HUB**: Help, services, documentation, & ServiceNow tickets
- ACADEMIC & EMERGING TECHNOLOGY**: Services to support & advance teaching and learning
- SYSTEM STATUS**: Learn about the current status of campus IT systems
- CYBER SECURITY**: Information security alerts, campaigns and more
- PROJECT MANAGEMENT**: Solutions and support for your project management needs
- RESEARCH COMPUTING**: High performance consults, hosting & administration

Below the menu is an "Events" section with dates for NOV 15, NOV 16, and NOV 18.

The "NEED HELP?" section includes:

- Report a Problem
- Cyber Security Incident
- Schedule Appointment
- 209-228-HELP
- Locations and Hours

The "SERVICE UPDATES" section shows a tweet from UC Merced IT (@ucmit) with a red box highlighting the text:

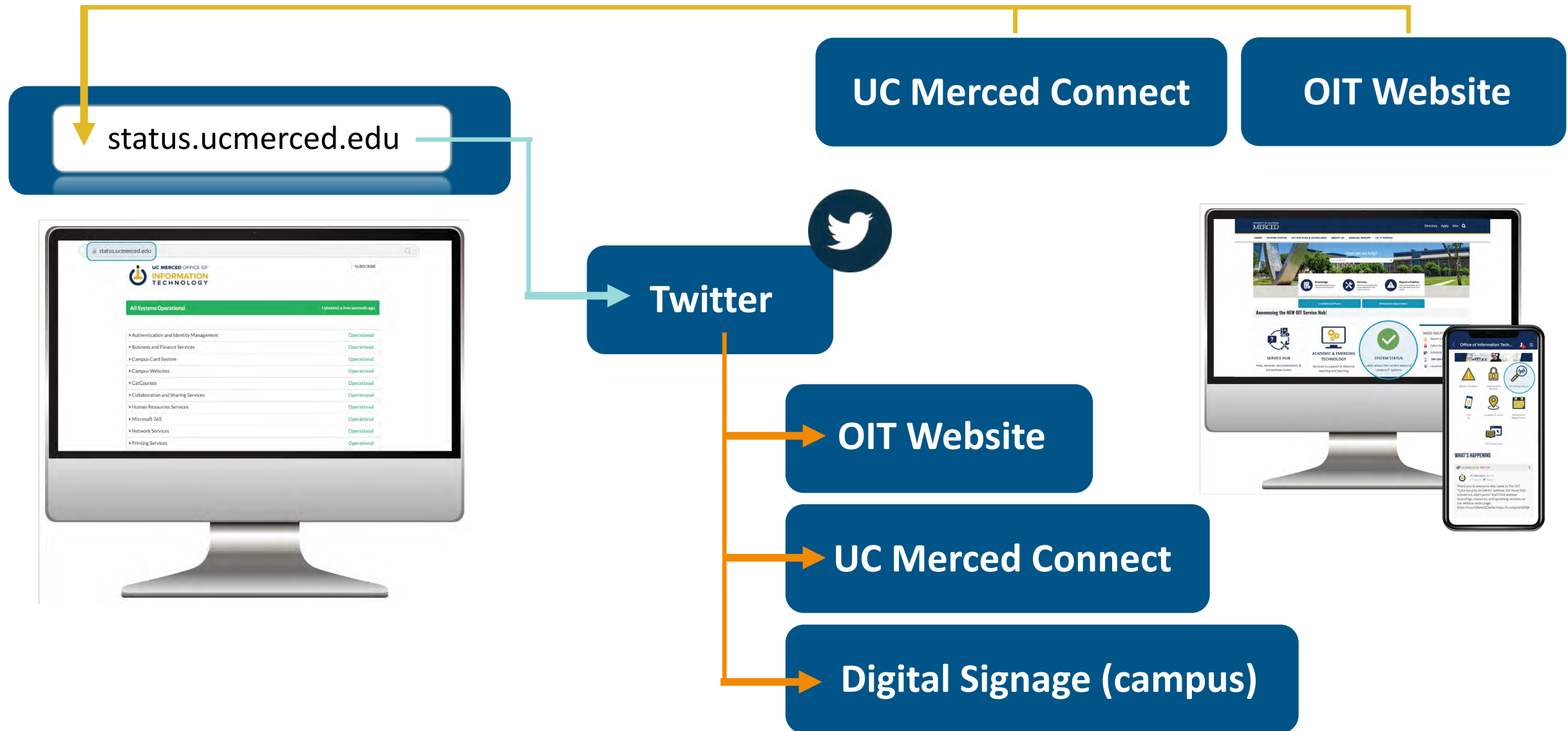
OIT is receiving reports of wireless connectivity issues in COB-2. We're investigating and will report back with more information soon.

"If you are experiencing a problem getting online, please Report a Problem at servicehub.ucmerced.edu or call us at 228-HELP (4357).

The mobile app interface shows a top navigation bar with "Office of Information Tech..." and a search icon. Below are service options: Report a Problem, Cybersecurity Incident, and OIT System Status. A "Call Us" button is visible. A "WHAT'S HAPPENING" section displays the same tweet from UC Merced IT as seen in the previous screenshot, with a red arrow pointing to the tweet content.



OIT STATUS PAGE + DOWNSTREAM UPDATES



**MEANWHILE,
BACK ON CAMPUS...**



Outage Resolution

Chuck Aby

Operations Management

WHAT WE JUST SAW

- Recovery
 - Multiple confirmations
 - Escalation
- Closing out incident
 - Communication
 - Follow-up

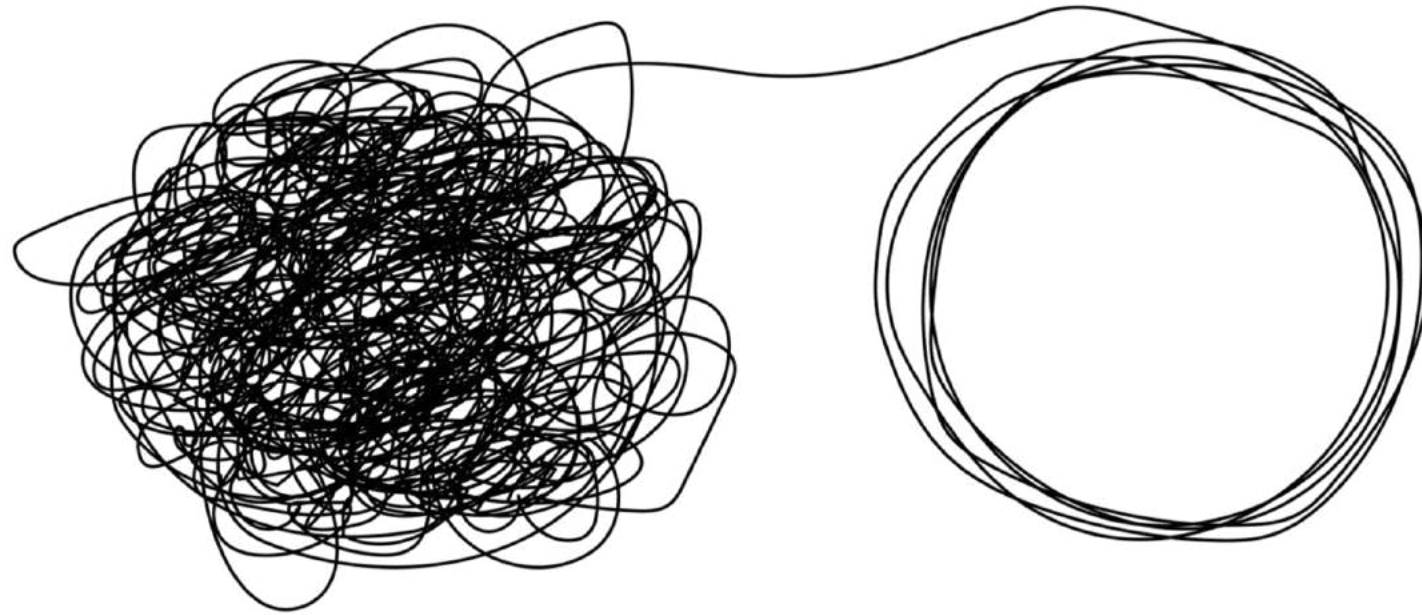


RECOVERY

- Staff Availability
- Workarounds
- Backups HW/SW
- Confirmation



THE INCIDENT MANAGEMENT PROCESS





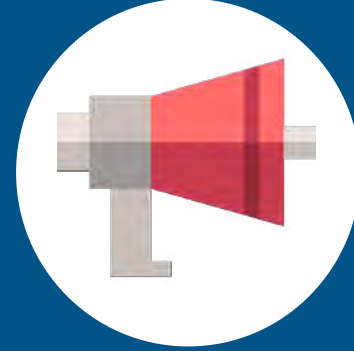
Ownership



Focus



Documentation



Communication



INCIDENT MANAGER ROLE

ONE WEEK LATER...



PIR & RCA

Nick Dugan

Deputy Chief Information Officer

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





Transparency



**Learning/
Continual
Improvement**



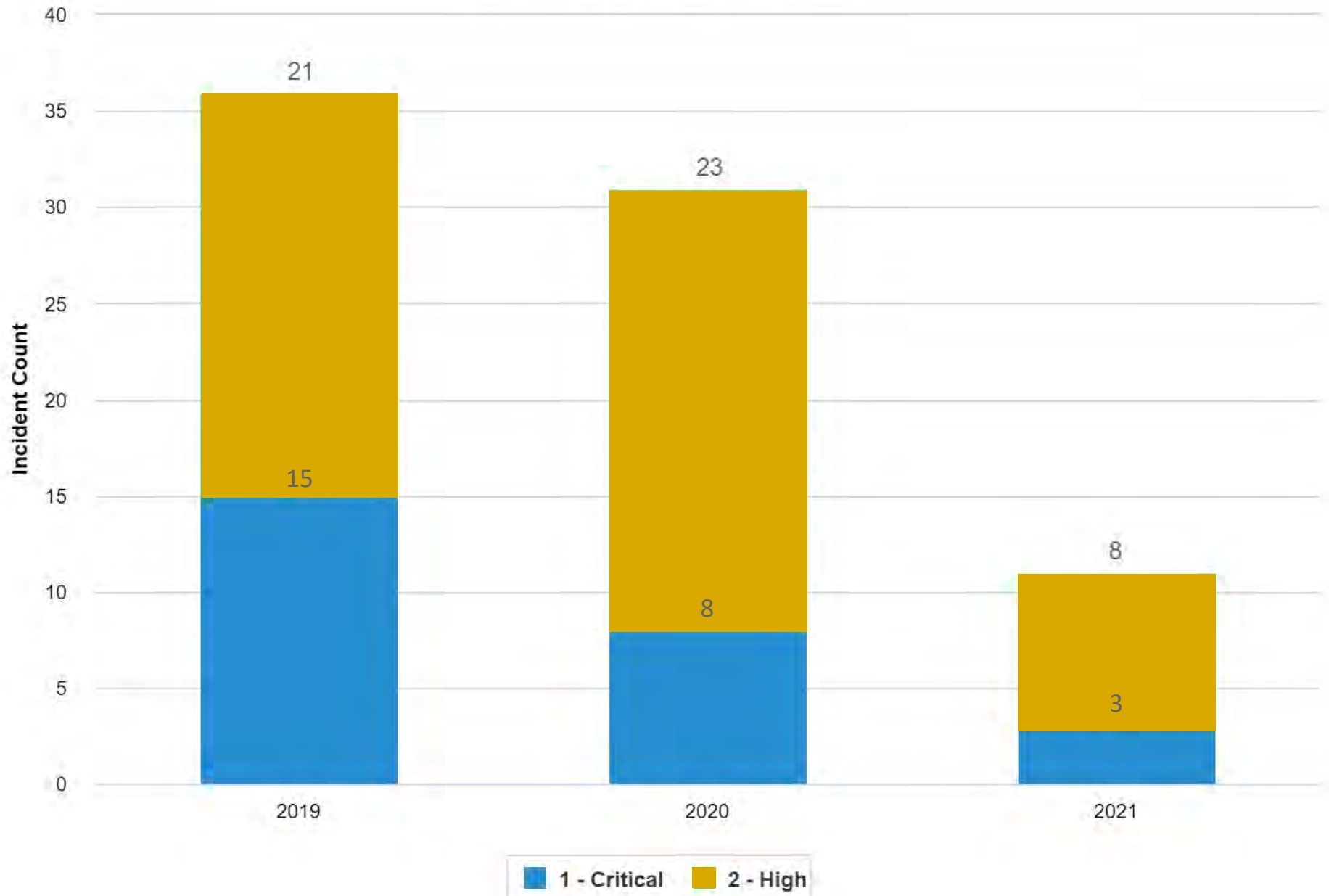
**Historical value,
reporting,
trend analysis**



**Twitter
Meme
Game**

WHY DO WE DO THIS?

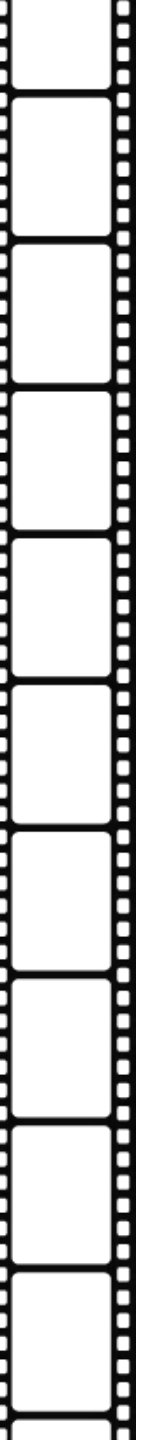
Annual Report - Incidents



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”





Q&A

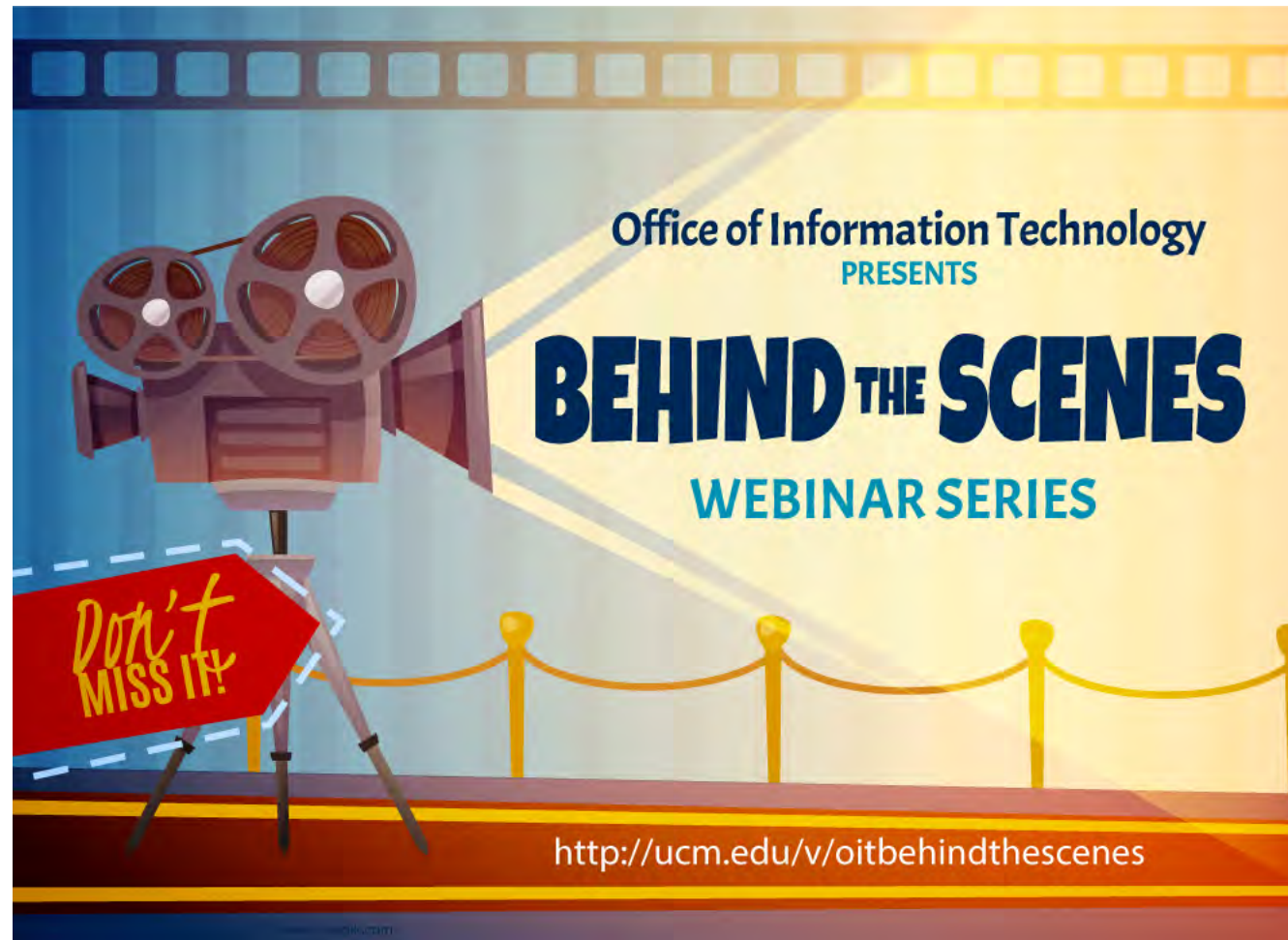


COMING SOON: MORE BEHIND THE SCENES!

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

Quinncie 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:
Caputo, Flatlcoon, SmashIcons, Freepiik*



That's all, folks!