

Department of Information Technology

Escalation Procedures

Calls to the DOIT Help desk are categorized according to severity. Calls classified as [Severity 1](#) follow an escalation process to ensure that prompt attention is given to incidents that severely impact a customer's business. This procedure covers calls 24 hours a day, 7 days a week, including holidays.

All DOIT points of contact should route customers to the Help Desk when applicable and/or call the Help Desk themselves to initiate an incident ticket, so that high severity calls are handled appropriately and there is consistent communication agency-wide about problems.

[Call Initiation and Incident Manager Notification](#)

[Escalation and Notifications to Division Directors](#)

[Problem Resolution](#)

Call Initiation and Incident Manager Notification

1. The Level 1 Technician:

- a. Receives call.
- b. Creates an Incident ticket in IMPACT.

Note: In the event the IMPACT system is not available, Level 1 Technicians will utilize manual logs to facilitate the process. All information that is logged manually will be entered into IMPACT upon its return availability.

c. Determines if the call is classified as a [Severity 1](#) and needs to be escalated.

1) If yes, notify the Incident Manager 1, via cell phone, of the Severity 1 Incident.

If the Incident Manager 1 is not available, contact the Incident Manager 1 Primary Backup.

If the Incident Manager 1 Primary Backup is not available, contact the secondary Backup - Service Area Manager of the service affected.

Refer to the [DOIT Service Unit Severity 1 Contact List](#) for list of Severity 1 contacts and phone numbers. (This contact list is password protected and is for Level 1 use only. See the Help Desk Manager for password.)

2) If no, follow normal business process.

Escalation and Notifications to Division Directors

1. The Incident Manager 1 (or backups) will determine the appropriate Level 2 group(s) involved in restoring service, and provide the names to the Level 1 Technician.
2. The Level 1 Technician will contact the Level 2 group(s), provided by the Incident Manager 1, and notify them of the Severity 1 Incident. The Level 1 Technician will provide the Level 2 group(s) with the Conference Call Bridge number, Incident ticket number, and instruct them to call the bridge number ASAP.
3. The Incident Manger 1 will notify the Director of Operations, Chief Information Officer (CIO), and the Deputy Chief Information Officer (DCIO) of the Severity 1 Incident:
 - a. Day Shift:
 - 1) Send [Initial E-mail Notification](#).
 - 2) Send [Status Updates E-Mail Notification](#) when status is available.
 - b. Off Shift:

- 1) Call the Director of Operations to notify of the Severity 1 Incident. The Director of Operations will call the CIO and DCIO, as necessary.
- 2) Send [Status Updates E-Mail Notification](#) to the Director of Operations, CIO and DCIO when status is available.

Note: If e-mail is unavailable, notify the directors via a phone call.

Problem Resolution

1. The Incident Manager will send [Resolution E-Mail Notification](#) to the Director of Operations, CIO and DCIO when the Severity 1 Incident is resolved.
2. The Level 1 Technician will close ticket when problem is resolved and contact the customer(s) to perform Customer Satisfaction Survey.

Severity 1

| Severity | Classification | Definition |
|----------|----------------|---|
| 1 | High | <p>Total customer outage or an outage having an impact on a customer's business, affecting the majority of users or major applications.</p> <p>Problem affecting the Governor's or Lieutenant Governor's Office.</p> <p>Examples:</p> <p>Major Enterprise Services going down:</p> <ul style="list-style-type: none"> • E-mail • Internet Access • CICS • Portal • Collect and other critical applications • Active Directory • Citrix • etc. <p>Public Facing:</p> <ul style="list-style-type: none"> • DMV • DCF Hotline going down • etc. |
| 2 | Medium | <p>Problem affecting a small user group. Alternate bypass may be available.</p> <p>Example:</p> <ul style="list-style-type: none"> • Degraded performance of any of the Major Enterprises Services • Individual Police Departments going down • Other issues effecting productivity (i.e., Internet Filtering) going down with in DoIT • Limited set of users to accessing services critical to their service mission |

| | | |
|---|-----|--|
| | | • etc. |
| 3 | Low | Problem that is inconvenient and not critical to customer's business. Single user affected. |

Initial E-mail Notification

Subject: Severity 1 Service Disruption Notification – Ticket #

This is to inform you of the <system or infrastructure name> service disruption. DOIT technical resources are currently working to resolve this issue. We will keep you informed of our progress.

Thank you for your patience.

Regards,

Hal Clark
Incident Manager 1
Office Phone Number: 860-622-2432
Cell Phone Number: 860-622-9438
<mailto:Hal.Clark@po.state.ct.us>

Status Updates E-Mail Notification

Subject: Severity 1 Service Disruption Update – Ticket #

This is an update on the <system or infrastructure name> service disruption. DOIT technical resources have isolated the issue to <if we can provide this> and expect a resolution by <if we can provide this>. We will keep you informed of our progress.

Thank you for your patience.

Regards,

Hal Clark
Incident Manager 1
Office Phone Number: 860-622-2432
Cell Phone Number: 860-622-9438
<mailto:Hal.Clark@po.state.ct.us>

Resolution E-Mail Notification

Subject: Severity 1 Service Disruption Update – Ticket #

The incident regarding <system or infrastructure name> has been resolved. The resolution <include specifics>.

Should you require additional follow-up on this incident, or feel the incident has not been resolved to your satisfaction, please contact the DOIT Help Desk at 860-622-2300, option 9 or via e-mail to doit.helpdesk@ct.gov.

Thank you for your patience during this service disruption.

Regards,

Hal Clark
Incident Manager 1
Office Phone Number: 860-622-2432
Cell Phone Number: 860-622-9438
<mailto:Hal.Clark@po.state.ct.us>