

Incident & Service Request Management RACI Matrix

Incident (& Service Request) RACI Matrix	
Role	Abbreviation
Incident Manager	IM
Level-1 Support Analyst (Concierge)	L1
L2 Domain Analyst	L2
Level-3 Engineering Support Analyst	L3
Escalation Manager	ESCM
Escalation Team	ESCT
Vendor Liaison	VL

Incident Identification Logging

IM = Incident Manager **L1** = Level-1 Support Analyst

L2 = Level-2 Analyst **L3** = Level-3 Engineering

ESCM = Escalation Manager

VL = Vendor Liaison

#	Activities	IT					
		IM	L1	L2	L3	ESCM	VL
2.1	Log & Validate Incident	A	R				
2.1.1	Receive & Screen Automated Incident	A	R				
2.1.2	Valid Automated Incident?	A	R				
2.1.3	Update & Close Invalid Automated Incident	A	R				
2.1.4	Accept Automated Incident	A	R				
2.1.5	Receive & Screen Incident (Web, Phone or Email)	A	R	C	C		
2.1.6	Valid Incident?	A	R	C	C		
2.1.7	Accept Incident	A	R	C	C		
2.1.8	Determine Whether Incident Requires Redirection	A	R	R	R		
2.1.9	Incident Need to be Redirected?	A	R	R	R		
2.1.10	Execute Invalid Incident Procedures	A	R				
2.1.11	Reclassification of Incident	A	R				

Legend: R=Responsible A=Accountable C=Consult Before I=Inform After

Incident Categorisation and Prioritasion

IM = Incident Manager **L1** = Level-1 Support Analyst

L2 = Level-2 Analyst **L3** = Level-3 Engineering

ESCM = Escalation Manager

VL = Vendor Liaison

#	Activities	IT					
		IM	L1	L2	L3	ESCM	VL
2.2	Categorize Incident	A	R				
2.2.1	Determine Service affected	A	R	R	R		
2.2.2	Incident or Service Request?	A	R	R	R		
2.2.3	Prioritize Incident	A	R	R	R		
2.2.4	Determine if Incident Requires Functional Escalation	A	R	R			
2.2.5	Assign Incident Escalation to Incident Manager	A,C	R			I	
2.2.8	Determine if Service Request Requires Escalation	A	R	R	R		
2.2.9	Assign Service Request Escalation to Incident Manager	A,C	R			I	

Legend: R=Responsible A=Accountable C=Consult Before I=Inform After

Incident Diagnosis and Resolution (Level 1 Support)

IM = Incident Manager **L1** = Level-1 Support Analyst

L2 = Level-2 Analyst **L3** = Level-3 Engineering

ESCM = Escalation Manager

VL = Vendor Liaison

#	Activities	IT					
		IM	L1	L2	L3	ESCM	VL
2.3	Perform Level-1 Diagnosis & Resolution						
2.3.1	Perform Level-1 Known Error Analysis & Workaround	A	R				
2.3.1.1	Review Known Errors	A	R				
2.3.1.2	Known Error Found?	A	R				
2.3.1.3	Identify Workaround	A	R				
2.3.1.4	Workaround Available?	A	R				
2.3.1.5	Apply Workaround	A	R				
2.3.1.6	Document Attempted Workaround	A	R				
2.3.1.7	Workaround Successful?	A	R				
2.3.2	Verify Incident Resolved	A	R				
2.3.3	Customer Confirm Resolution?	A	R				
2.3.4	Isolate & Diagnose Incident	A	R				
2.3.5	Perform Level-1 SL Threshold Check	A	R				
2.3.5.1	Escalation Required?	A	R			I	
2.3.5.2	SL Threshold Reached?	A,C	R			I	
2.3.6	Identify & Apply Level-1 Resolution	A	R				
2.3.6.1	Attempt to Identify Level-1 Resolution	A	R				
2.3.6.2	Resolution Found?	A	R				
2.3.6.3	Review Resolution Details	A	R				
2.3.6.4	Resolution Require CI Modifications?	A	R	I	I		
2.3.6.5	Apply Level-1 Resolution	A	R	I	I		
2.3.6.6	Document Attempted Level-1 Resolution	A	R	C	C		
2.3.7	Verify Level-1 Resolution with Customer	A	R				
2..3.8	Customer Confirm Resolution?	A	R				
2.3.9	Update & Close Level-1 Resolved Incident Ticket	A	R				

Legend: R=Responsible A=Accountable C=Consult Before I=Inform After

MAJOR INCIDENT

IM = Incident Manager **L1** = Level-1 Support Analyst

L2 = Level-2 Analyst **L3** = Level-3 Engineering

ESCM = Escalation Manager

VL = Vendor Liaison

#	Activities	IT					
		IM	L1	L2	L3	ESCM	VL
2.4	Perform Major Incident Control	A,R	R	R			
2.4.1	Review Open Incident Case History	A,R	R	R	R		
2.4.2	Escalation Required?	A,R	R	R	R	I	
2.4.3	Assign Incident Escalation to Incident Manager	A,R	R	R	R	I	
2.4.4	Determine to Communicate to all	A,R				I	
2.4.5	False alarm (Abandoned)	A,R					
2.4.6	Update and Close Incident Record	A,R	R	R	R	I	
2.4.7	Transfer to Which Support Level?						
2.4.8	Determine Appropriate L2 or L3 for Resolution Transfer	A,R		R	R		
2.4.9	Monitor Major Incident	A,R	R	R	R		
2.4.10	Incident Resolved?	A,R	R	R	R		
2.4.11	Confirm Resolution and Perform Final Reviews	A,R	R				
2.4.11.1	Confirm Incident Resolution with Customer	A,R	R			I	
2.4.11.2	Incident Resolution Confirmed?	A,R				I	
2.4.11.3	Update Incident Status	A,R	R	R	R		
2.4.11.4	Incident Marked as Possible Problem?	A,R	R	R	R		
2.4.11.5	Submit Incident as Possible Problem	A	R	R	R		
2.4.11.6	Review and Submit If New Knowledge Item	A	R	R	R	I	

Legend: R=Responsible A=Accountable C=Consult Before I=Inform After

Incident Diagnosis and Resolution (Level 2 Support)

IM = Incident Manager **L1** = Level-1 Support Analyst
L2 = Level-2 Domain Analyst **L3** = Level-3 Engineering
CHM = Change Manager **ESCM** = Escalation Manager
VL = Vendor Liaison

#	Activities	IT						
		IM	L1	L2	L3	ESCM	CHM	VL
2.5	Perform L2 Domain Support Diagnosis & Resolution	A		R				
2.5.1	Diagnose Incident	A		R				
2.5.2	SL Threshold Reached?	A,C		R				
2.5.3	Notify Level-1 Support of SL Breach	A	I	R				
2.5.4	Diagnosis Successful?	A		R				
2.5.5	Determine Appropriate Support or Abandon	A	I	R				
2.5.7	Reassign Incident to L3 Support	A	I	R	I			
2.5.9	Perform Known Error Analysis & Workaround	A		R				
2.5.9.1	Review Known Errors*	A		R				
2.5.9.2	Known Error Found?	A		R				
2.5.9.3	Identify Workaround*	A		R				
2.5.9.4	Workaround Available?	A		R				
2.5.9.5	Apply Workaround	A	I	R				
2.5.9.6	Document Attempted Workaround	A	I	R				
2.5.9.7	Workaround Successful?	A	I	R				
2.5.10	Reassign Resolved Incident to Level-1 Support	A	I	R				
2.5.11	Identify & Apply Resolution	A		R				
2.5.11.1	Attempt to Identify Resolution	A		R				
2.5.11.2	Resolution Available?	A		R				
2.5.11.3	Review Resolution Details	A		R				
2.5.11.4	Resolution Requires CI Modifications?	A		R	I,R			
2.5.11.5	Apply Resolution to Incident	A		R				
2.5.12	Apply Resolution and Coordinate with Change Manager							
2.5.12.1	Determine Timing for Required CI Modifications	A,C		R		I		
2.5.12.2	Perform Change Immediately?	A		R	C		C	
2.5.12.3	Prepare and Submit Emergency RFC	A		R			C	

Incident Diagnosis and Resolution (Level 2 Support)

2.5.12.4	Notify Customer of the Resolution (Dependent on RFC Completion)	A	R	R			I	
2.5.12.5	Monitor Emergency RFC Status	A		R	R			
2.5.12.6	Emergency RFC Approved?	A		R	R		C	
2.5.12.7	Perform L2 Emergency Change Build & Test	A		R	R		I	
2.5.12.8	Perform L2 Emergency Change Implementation	A		R	R		I	
2.5.12.9	Create or Update Emergency Change Record	A		R	R		I	
2.5.13	Update Incident Record	A	I	R	R			
2.5.14	Incident Resolved?	A		R	R			

Legend: R=Responsible A=Accountable C=Consult Before I=Inform After

Incident Diagnosis and Resolution (Level 3 Support)

IM = Incident Manager **L1** = Level-1 Support Analyst
L2 = Level-2 Domain Analyst **L3** = Level-3 Engineering
ESCM = Escalation Manager **ESCT** = Escalation Team
VL = Vendor Liaison

#	Activities	IT					
		IM	L1	L2	L3	ESCM	VL
2.6	Perform L3 Engineering Diagnosis & Resolution	A			R		
2.6.1	Perform Analysis of Incident	A			R		
2.6.2	SL Threshold Reached?	A	I		R		
2.6.3	Notify Incident Manager (Incident Control)	A,I	R		R	I	
2.6.4	Diagnosis Successful?	A			R		
2.6.5	Additional Resources Needed?	A			R		
2.6.6	Engage Additional IT Support	A			R	C	
2.6.7	Identify L3 Engineering Workaround	A			R		
2.6.8	L3 Engineering Workaround Available?	A			R		
2.6.9	Apply L3 Engineering Workaround	A			R		
2.6.10	Document Attempted L3 Workaround	A	I	I	R		
2.6.11	Workaround Successful?	A			R		
2.6.12	Identify and Document L3 Resolution	A	I	I	R		
2.6.13	L3 Resolution Available?	A			R		
2.6.14	Emergency CI Repairs Required?	A		R	R		
2.6.15	Assign to L2 IT Support for implementation	A		I	R		
2.6.16	Apply L3 Resolution and Coordinate with CHM						
2.6.16.1	Prepare and Submit Emergency L3 Change RFC						
2.6.16.2	Perform L3 Emergency Change Design and Development						
2.6.16.3	Perform L3 Emergency Change Build and Test						
2.6.16.4	Perform L3 Emergency Change Implementation						
2.6.16.5	Update Emergency Change Work Orders						
2.6.16.6	L3 Update Incident Record						
2.6.17	Incident Resolved?						
2.6.18	Reassign Resolved Incident to Incident Control						

Legend: R=Responsible A=Accountable C=Consult Before I=Inform After

Hierarchical Escalation Management

IM = Incident Manager **L1** = Level-1 Support Analyst
L2 = Level-2 Domain Analyst **L3** = Level-3 Engineering
ESCM = Escalation Manager **ESCT** = Escalation Team
VL = Vendor Liaison

#	Activities	IT					
		IM	L1	L2	L3	ESCM	VL
2.7	Perform Hierarchical Escalation Management	A,R				I	
2.7.1	Review Escalation Data	C				A,R	
2.7.2	Valid Escalation?					A,R	
2.7.3	Update Record as Invalid Escalation	I				A,R	
2.7.4	Incident or Service Request?	I				A,R	
2.7.5	Remove Escalation Flag and Reroute Service Request	I				A,R	
2.7.8	Perform Escalation Response & Resolution					A,R	
2.7.8.1	Review Escalation with Customer	I				A,R	
2.7.8.7	Execute Required Communications	I				A,R	
2.7.8.9	Escalation Resolved?	I				A,R	
2.7.9	Confirm Escalation Resolution with Customer	I				A,R	
2.7.10	Perform Post-Escalation Review	C				A,R	
2.7.11	Update Escalation Record Data	C	I			A,R	
2.7.12	Close Escalation	I				A,R	

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3rd Party Vendor Support

IM = Incident Manager **L1** = Level-1 Support Analyst
L2 = Level-2 Domain Analyst **L3** = Level-3 Engineering
ESCM = Escalation Manager **ESCT** = Escalation Team
VL = Vendor Liaison

#	Activities	IT					
		IM	L1	L2	L3	ESCM	VL
2.8	Perform Vendor Support Procedures	A	I	R	R		
2.8.1	Assign Incident to Vendor Support	A		R	R		
2.8.2	Review Vendor Results	A		R	R		
2.8.3	SL Threshold Reached?	A		R	R		
2.8.4	Notify Level-1 Support of UC Breach	A	I	R	R		
2.8.5	Perform Vendor Escalation Procedures to Resolve Issues	A	I	R	R		
2.8.6	Update Incident Record	A		R	R		
2.8.7	Incident Resolved?	A		R	R		
2.8.8	Reassign Resolved Incident to Level-1 Support	A	I	R	R		
2.4.11	Instruct Vendor to Continue Trying to Resolve Incident	A		R	R		

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