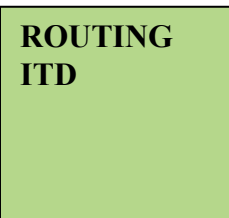




# LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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**TITLE:** DESCRIPTION OF INCIDENT MANAGEMENT  
PROCEDURES DATA PROCESSING  
OPERATIONS



**NUMBER:** REFERENCE GUIDE NO. 1892.0

**ISSUER:** Megan Klee  
Chief Information Officer  
Information Technology Division

**DATE:** August 1, 2005

**BACKGROUND:** In order to improve current practices and service the Data Processing Operations (DPO) is implementing Incident Management Procedures. The purpose of this document is to describe procedures and performance levels for the handling of incidents by Data Processing Operations staff.

**GUIDELINES:** An Incident is defined as an event that causes a service provided by Los Angeles Unified School District (LAUSD) Information Technology Division to be unavailable or not meet established performance and availability requirements. The objective is to restore normal service operations as quickly as possible. DPO staff will:

- Record, log, classify, and track all incidents in Peregrine Service Center. **NOTE: No work is to be done until incident is logged.** For the purposes of definition an Incident does not exist until it is logged in Peregrine Service Center and has an Incident ID associated with it
- Respond to all incidents opened in Peregrine.
- Verify incident is logged if another means of reporting incident is used.
- Log all work done on Incidents in Peregrine Service Center.
- Maintain an accurate history of all incidents and DPO activities in support of their resolution

Each activity in Data Processing Operations surrounding an Incident will follow the procedures outlined in this document. All communication regarding an Incident should refer to the Incident ID. A DPO Group Queue Manager schedule will be published and maintained by DPO. See Appendix B-Group Queue Manager Schedule.

The Director of DPO is responsible to ensure Incident Management Procedures are followed and will track to ensure acceptable levels of response times and service.



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Samples of screens from Peregrine Service Center are shown in Appendix A – Peregrine Service Center Sample Screens. Access to Peregrine Service Center is available to any person who receives written approval from Dr. Theymy Sparangis.

**ASSISTANCE:** Greg Rapozo is the manager in responsible for Incident Management Procedures for DPO. For assistance or for questions, please contact Greg Rapozo (213) 241-1309.



## PROCEDURES - NARRATIVE

The procedures described below cover the time Data Processing Operations is directly responsible for an Incident. This covers the time starting with DPO becoming aware of an Incident through when the Incident is resolved or referred to another group outside of DPO for additional work. Appendix D - Group Queue Manager's Schedule identifies who monitors the incident log for Data Processing Operations, Appendix E - Escalation/Notification Procedures shows who gets notified when about Incidents, and Appendix F - Service Levels details how quickly Data Processing Operations intends to process Incidents.

Note: Each of the shapes and titles are a direct reference to a shape and title on the flowchart shown on the page following this narrative.



### *DPO Aware of Incident*

DPO staff can become aware of an Incident in a variety of ways including a phone call, observing the Incident, an email, a visit, a page, from a Peregrine logged request, a FAX and/or a report.



### *Is Incident Logged?*

Check in Peregrine to see if the Incident is logged.

Use the information provided to determine if the call has already been opened in Peregrine.



### *If YES: Review Available Information*

Review any additional information in Peregrine or associated with the Incident.



### *If NO: Open Incident*

Follow the established procedures for opening an Incident in Peregrine.



### *DPO Work on Incident?*

Initial research is done on the Incident to determine if resources in Data Processing Operations can work on the Incident.



### *If YES: Work on Incident*

DPO assigns resources to work on resolving the Incident.



### *If NO: Refer/Add to History*

DPO updates the Incident in Peregrine with a referral and updates the history to state to which the referral should go.



### *Finished?*

At scheduled or planned intervals determine the status of the Incident. At least once per shift each Incident should be checked for status. Finished means all reasonable or possible resources been applied to the resolution of the Incident and no further work will occur to resolve the Incident...



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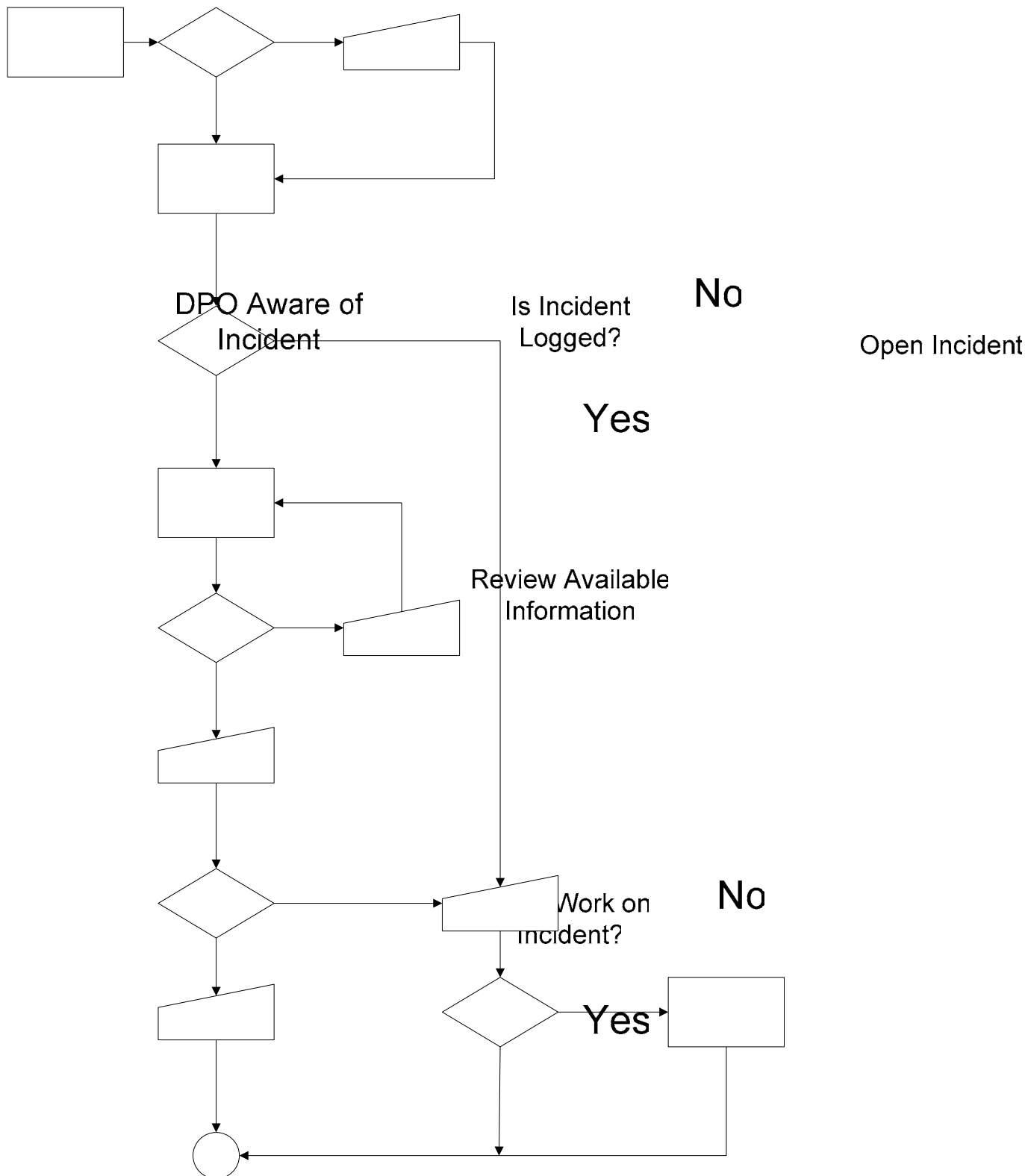
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### PROCEDURES – NARRATIVE CONTINUED

- If **YES**: *Update Work/Add to History*  
Update Peregrine with what work was completed.
- If **NO**: *Update Progress/Add to History*  
Update Peregrine with what work has been done and what work is still to be done.
- Resolved?*  
Is the Incident resolved? This would mean that established availability or performance levels have been reestablished.
- If **YES**: *Log Resolved*  
Update Peregrine with the cause of the Incident and the resolution.
- If **NO**: *Refer/Add to History*  
Update Peregrine with what was done. Refer to the group that has been determined to be able to contribute to the resolution of the Incident. Update Peregrine with how it was determined who this Incident should be referred to.
- Referred to Group?*  
Referrals are usually done to an established group in Peregrine.
- If **YES**: *Done*  
The Group Queue manager for the group who received the referral will handle processing.
- If **NO**: *Contact Individual*  
When referring an Incident to an individual instead of a group, make positive contact with that individual. Positive contact means speaking with the individual or receiving acknowledgement that the electronic contact was received.



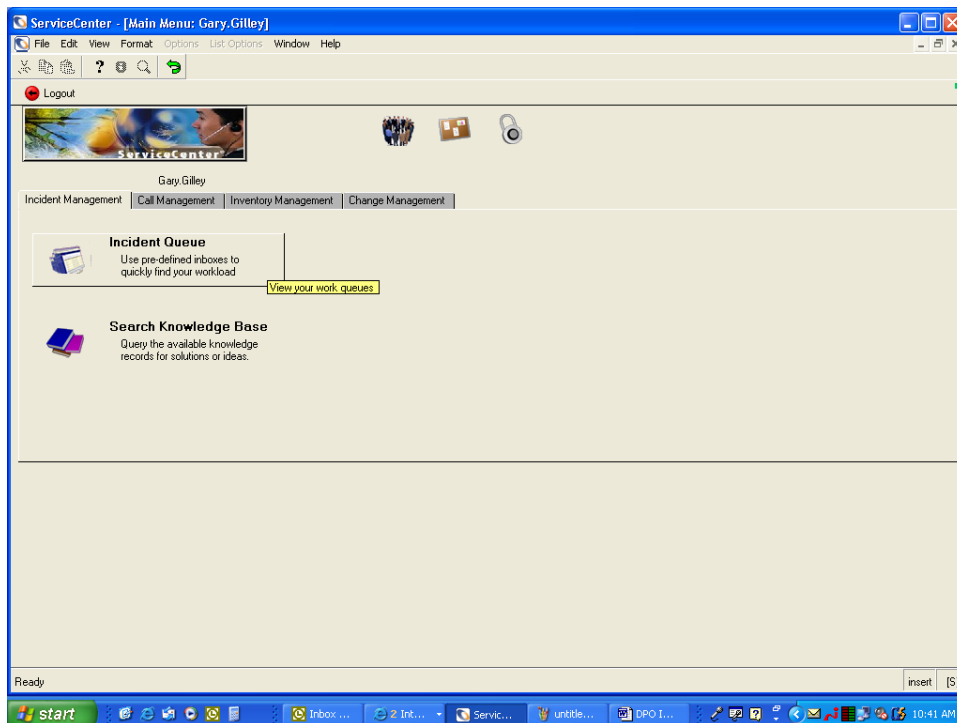
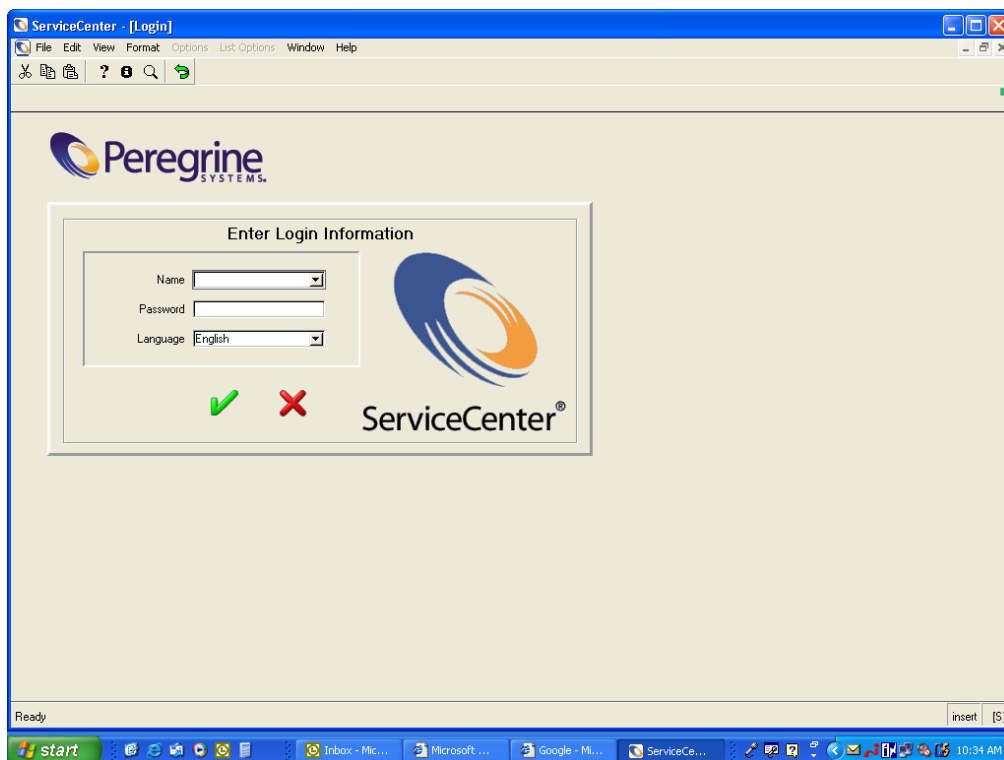
PROCEDURES FLOW CHART





PEREGRINE SERVICECENTER SAMPLE SCREENS

APPENDIX A





# LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

## PEREGRINE SERVICECENTER SAMPLE SCREENS - CONTINUED APPENDIX A

ServiceCenter - [Incident Queue: Open Incidents Assigned To My Group(s)]

File Edit View Format Options List Options Window Help

Back Refresh

Incident List

IM List

New Search

Switch Inbox Starting Lists By Owner By Assignment Group Refresh List Count Records Back

| Incident | Status               | Parts Stat | Recor | Incident Title                             | Incident | Last Updated      | Type    | Urgency | Severity | Priority |
|----------|----------------------|------------|-------|--|----------|-------------------|---------|---------|----------|----------|
| IM26988  | Working              |            |       | CUSTOMER IS HAVING PROBLEMS WITH           | LELAND   | 05/24/2005 10:38: | DATA EF | 2       | 3        | 3        |
| IM28290  | Waiting for callback |            | UNRE/ | MISSING CIRCULATION DATA                   | MULHOL   | 05/18/2005 14:14: | DATA EF | 2       | 3        | 3        |
| IM28501  | Assigned             |            |       | Retro School - Cannot see all of her books | MELVIN   | 05/10/2005 15:26: | DATA EF | 1       | 1        | 1        |
| IM28599  | Assigned             |            |       | ACCENT not - Athena: See Measure K LOC     | UTAH EL  | 05/24/2005 13:36: | REQUES  | 2       | 3        | 3        |
| IM29038  | Assigned             |            |       | CLAS ISSUE there are some                  | SYLMAR   | 05/18/2005 13:27: | APPLICA | 2       | 3        | 3        |
| IM29253  | Working              |            |       | ACCENT ISSUE - cannot access any librar    | UTAH EL  | 05/24/2005 12:06: | DATA EF | 2       | 3        | 3        |
| IM29552  | Working              |            | UNRE/ | BARCODE SCANNER FOR LIBRARY IS N           | POLITI E | 05/17/2005 15:18: | REQUES  | 2       | 3        | 3        |
| IM29643  | Waiting for callback |            |       | Need OPAC and Pinpoint software installe   | BUCHAN   | 05/25/2005 13:59: | REQUES  | 2       | 3        | 3        |
| IM29757  | Assigned             |            |       | Description of Problem -- This is          | PORTOL   | 04/25/2005 15:42: | DATA EF | 2       | 3        | 3        |
| IM29827  | To Vendor            |            |       | CLAS Library Automation problem:           | MACLAY   | 05/04/2005 13:59: | APPLICA | 2       | 3        | 3        |
| IM29871  | To Vendor            |            |       | OPAC error when searching for book by titl | CANTER   | 04/26/2005 15:54: | DATA EF | 2       | 3        | 3        |
| IM30034  | To Vendor            |            |       | No Book Data                               | HAMLIN   | 04/27/2005 15:05: | DATA EF | 2       | 3        | 3        |
| IM30087  | To Vendor            |            |       | master - BOOK DATA DID NOT COME AC         | BARTON   | 05/04/2005 11:13: | DATA EF | 1       | 1        | 1        |
| IM30108  | Assigned             |            |       | USER WANTS TO KNOW WHEN TECH               | HARDIN   | 05/25/2005 10:34: | REQUES  | 2       | 3        | 3        |
| IM30113  | Waiting for callback |            |       | need asst with accent/stagebrush           | BRADLE   | 05/31/2005 15:13: | APPLICA | 2       | 3        | 3        |
| IM30136  | Assigned             |            | UNRE/ | IBM NETVISTA PC - get ACCENT CONFIG        | BURTON   | 05/12/2005 11:11: | REQUES  | 2       | 3        | 3        |
| IM30212  | Waiting for callback |            |       | HAS PROBLEMS WITH ACCENT-                  | MARSH    | 05/25/2005 14:02: | APPLICA | 2       | 3        | 3        |
| IM30221  | To Vendor            |            |       | CLAS ISSUES                                | HARBOF   | 05/06/2005 10:43: | DATA EF | 2       | 3        | 3        |
| IM30298  | To Vendor            |            | UNRE/ | NEED TO SPEAK WITH RICK REGARDIN           | MULHOL   | 05/10/2005 12:10: | DATA EF | 3       | 4        | 4        |
| IM30318  | Assigned             |            |       | LIBRARY AIDE IS WAITING FOR NEW C          | NUEVA \  | 05/06/2005 11:38: | REQUES  | 1       | 1        | 1        |
| IM30389  | Assigned             |            |       | COMPUTER ALREADY SETUP IN                  | LORETO   | 05/24/2005 13:38: | REQUES  | 2       | 3        | 3        |
| IM30405  | To Vendor            |            |       | GETTING INFORMATION FOR HOLMES             | HOLLEN   | 05/06/2005 14:19: | DATA EF | 2       | 3        | 3        |
| IM30434  | To Vendor            |            |       | ACCENT WAS JUST INSTALLED                  | HOOVEF   | 05/09/2005 09:55: | DATA EF | 2       | 3        | 3        |
| IM30463  | Assigned             |            |       | Using the Accent                           | O MELVI  | 05/24/2005 13:15: | APPLICA | 2       | 3        | 3        |
| IM30470  | To Vendor            |            |       | This is a CLAS                             | PORTOL   | 05/24/2005 11:03: | APPLICA | 2       | 3        | 3        |
| IM30496  | Assigned             |            |       | ACCENT, WILL NOT PICK UP BARCODE           | LDS AN   | 05/24/2005 13:04: | DATA EF | 2       | 3        | 3        |
| IM30510  | Assigned             |            |       | ACCENT ISSUES-----                         | PASEO I  | 05/23/2005 09:53: | APPLICA | 2       | 3        | 3        |

Selected line is row 1 of 32 records retrieved

start | Inbo... | 2 Int... | Servic... | Paint | DPO I... | 10:41 AM



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## GROUP QUEUE MANAGER'S SCHEDULE

## APPENDIX B

The Queue Manager will check the Peregrine Service Center queue for Data Processing Operations every 15 minutes.

| Shift                         | Queue Manager | Queue Manager Backup |
|-------------------------------|---------------|----------------------|
| Shift A<br>Monday -<br>Friday |               |                      |
| Shift A<br>Saturday           |               |                      |
| Shift B<br>Sunday             |               |                      |
| Shift B<br>Monday -<br>Friday |               |                      |
| Shift B<br>Saturday           |               |                      |
| Shift B<br>Sunday             |               |                      |
| Shift C<br>Monday -<br>Friday |               |                      |
| Shift C<br>Saturday           |               |                      |
| Shift C<br>Sunday             |               |                      |





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## ESCALATION/NOTIFICATION PROCEDURES

## APPENDIX C

| Service Commitment               | Level 1 Incidents                 | Level 2 Incidents                     | Level 3 Incidents           | Level 4 Incidents |
|----------------------------------|-----------------------------------|---------------------------------------|-----------------------------|-------------------|
| Level of Impact                  | Impacts all LAUSD or Major System | Impacts part of LAUSD or Minor System | Impacts fewer than 5 People | Impact 0 people   |
| Notify Shift Supervisor          | 5 minutes                         | 1 hour                                | 1 day                       | 7 days            |
| Notify Deputy Director           | 10 minutes                        | 1 day                                 | 7 days                      | 20 days           |
| Notify Director                  | 15 minutes                        | 7 days                                | 20 days                     | 30 days           |
| Notify Chief Technology Director | 30 minutes                        | 20 days                               | 30 days                     | Never             |
| Notify CIO                       | 1 hour                            | 30 days                               | Never                       | Never             |

The notification will include positive feedback that the notification was received. This can be done through a phone or in person conversation, or an immediate reply to a page or email. If Chief Technology Director or CIO notification cannot be completed with positive feedback, direct contact with their secretary will be done. A follow-up with the secretary will be done to confirm notification was successful.



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**SERVICE LEVELS**

**APPENDIX D**

The following performance/service level goals that DPO will strive to achieve and report against.

|   | Incident Level 1 -<br>Impacts all<br>LAUSD or Major<br>System | Incident Level 2 -<br>Impacts part of<br>LAUSD or Minor<br>System | Incident Level 3 -<br>Impacts fewer<br>than 5 People     | Incident Level 4 -<br>Impacts 0 people |
|---|---|---|--|--|
| DPO Aware<br>of Incident<br>TO<br>Open<br>Incident          | <i>5 minutes</i>  | <i>15 minutes</i>   | <i>1 hour</i>  | <i>2 hours</i>                         |
| Updates to<br>Incident<br>While DPO<br>Works on<br>Incident | <i>7X24 - Every 30<br/>minutes</i>                            | <i>7X24 Every 60<br/>minutes</i>                                  | <i>Monday thru<br/>Friday Shift A<br/>Once per shift</i> | <i>Monday thru<br/>Friday Daily</i>    |
| Resolved<br>TO<br>Log<br>Resolved                           | <i>5 minutes</i>  | <i>15 minutes</i>   | <i>1 hour</i>  | <i>2 hours</i>                         |

Any variation from these service levels will be documented in Peregrine Service Center with an explanation. For example:

- Waiting for a scheduled delivery with a specific date and time
- Waiting for staff to be available at a specific date and time.

The documentation must contain the reason for the change and a date and time for the next action. It is not acceptable to put in “Waiting for ‘something’” without a date and time for the next action.