
	ADMINISTRATIVE ORDER	Approved By:  City Manager	No. # 37
			Effective Date: 01/01/2023 Revised: N/A
Subject: Incident Management Policy			

PROCESS OWNER/RESPONSIBLE PARTIES:

Information Technology Management and Staff.

PURPOSE

The City of Highland Park (City) relies on the availability and proper functioning of its systems to allow network users to perform daily tasks. Inevitably, there will be unexpected, yet minor, disruptions or incidents that may prevent a system from functioning normally. This policy outlines the process Information Technology (IT) personnel will undertake to resolve reported, and internally identified incidents. This policy also specifies the requirements for managing, from identification to resolution, computer and technology-related incidents within the City IT environment.

SCOPE

This policy is applicable to all core business software, hardware, networks, network devices and end-user peripherals.

POLICY

Incident Management

1. An incident management system must be in place to ensure all system events are recorded, analyzed, and addressed.
2. IT incidents are tracked by the IT Help Desk.
3. The system must provide for adequate auditing and review of recorded incidents.
4. All incidents are assigned a priority level of 1-3 by the IT Help Desk:
 - a. High (Priority 1)
 - b. Medium (Priority 2)
 - c. Low (Priority 3)
5. IT Help Desk assigns priority levels based on several factors which are considered for each reported incident:
 - a. The criticality of the system.
 - b. The scope of user impact, e.g., how many users are affected.
 - c. The business impact on the user.
 - d. The frequency of problems experienced by the user.
 - e. Is there a temporary solution, i.e. workaround that will permit the user to continue working.
 - f. Urgency in needing the problem resolved.

6. The targeted amount of time to resolve a problem is based on its assigned priority. The time to resolution starts when the problem is logged until the problem is completely resolved, the resolution is documented, and the Incident Report is closed.

Incident Management Responsibility

1. The IT department is responsible for:
 - a. Overall operation of the IT Help Desk, including staffing, procedures, and effectiveness.
 - b. Receiving reports of incidents from internal customers.
 - c. Creating incident reports and taking action to resolve the incidents.
 - d. Assigning priority levels 1 through 3 to each incident as per Appendix A of this policy.
 - e. Triaging, logging, and resolving issues/incidents.
 - f. Updating open incident reports to ensure that all requests are handled in a consistent, timely, and efficient manner.
 - g. Resolving issues related to critical systems as a higher priority over non-critical systems.
 - h. Proactively updating the appropriate City personnel via email and/or telephone with any status changes or additional information regarding open requests until they can be resolved and closed.
 - i. Proactively recommending, coordinating, and conducting any training with City staff as necessary relating to the secure operation of IT systems including secure usage of email systems to reduce the likelihood of incidents.

Incident Escalation

1. The IT Help Desk is responsible for incident escalation.

DISCIPLINARY ACTIONS

Failure to comply with the above stated policy may lead to corrective action, up to and including termination of employment.

DEFINITIONS

None

REFERENCES / DOCUMENTS/FORMS

None

EXCEPTIONS

None

RECORDS

None

MATERIALS/EQUIPMENT

None

APPENDIX

Incident Severity Definitions

Priority

Priority is the urgency in needing the problem resolved. A high priority issue may require the resolution to be expedited in order to meet a business deadline. The default priority is 2 (medium) for normal response and is the default priority assumed. The three priority levels are:

- High (1) – staff immediately respond
- Medium (2) – staff immediately review and respond in a timely manner
- Low (3) – staff to respond as time permits