IT PRODUCTION - Workflow Management

- Incident Management – Priority Decision Matrix

Apps	Users	Finance	Reputation	TAT missing	*Priority	Delivery SLA (Days)
>5	>10	>3L	YES	YES	P1	0.25
4	4-10	2L	NO	Likely	P2	1
3	3	1L	NO	NO	P3	2
2	2	0	NO	NO	P4	4
1	1	0	NO	NO	P5	5

* Highest impact drives priority

- Incident Management – Communication Plan to stakeholders

#Communication type	When	Email to whom
Initial	As soon as IM is raised	• For all priorities – Requester, IT Leads, CC to Business & IT Head, CTO • For all P1, P2 – Karn Nagpal • For all HSRP P1, P2 – Kartick Nagpal
Recurrent e.g. Status 1..n	Every 1 hour, or when IM status changes	
Resolved	When the IM is resolved technically	

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Incident Management – Escalation Matrix

Level	HSRP	DLRC	ERP	INFRA	VTS
L3	Ravi Munjal	Balkrishna Sharma	Gunesh Pattnaik	Pawan Dixit	Yogendra Sharma
L2	Gaurav Yadav	Shashank Saxena	Vikas Khandelwal	Anoop Singh	Brij
L1	As per shift	Prod Support team	As per shift	As per shift	As per shift
L0	As per shift	Prod Support team	As per shift	As per shift	As per shift

Incident Management – Workflow diagram

Users

Service Disruptions

Assigned

Resolved

Closed

L0
L1
L2
L3

User Feedback

After the issue is resolved, assign to ITPRODSUPPORT with comment to get the issue closed.

IT PROD SUPPORT

ASSIGNED FUNCTIONAL DEVELOPER

IT PROD SUPPORT

RESPOSIBILITY