



HELP DESK/INCIDENT MANAGEMENT DISCIPLINE

Last Updated 11/29/05

DEFINITION					
<i>Name</i>	Help Desk/Incident Management				
<i>Description</i>	The Help Desk/Incident Management discipline defines the roles, standards, policies, and technologies for monitoring and controlling problem reporting and resolution.				
<i>Rationale</i>	A comprehensive Help Desk/Incident Management solution provides a means to manage problems and track solutions to support the complex and diverse technology environment in the State of Missouri.				
<i>Benefits</i>	Help Desk/Incident Management solutions will result in: <ul style="list-style-type: none"> • Improved monitoring of service level agreements • Improved response time for problem resolution • A single point of contact for IT related issues • Increased first call resolution • Increased accountability via management reporting • Streamlined incident management • Increased technician productivity • Routing and prioritization of work orders • Improved problem escalation processes • Identification of areas for improvement • Improved communication of incident status 				
BOUNDARY					
<i>Boundary Limit Statement</i>	The Help Desk/Incident Management discipline includes IT help desk design, incident and knowledge base management, and associated tools. This discipline does not address the Business Help Desk or Call Center.				
ASSOCIATED ARCHITECTURE LEVEL					
<i>Specify the Domain Name</i>	Systems Management				
CRITICAL REFERENCES					
Related Domains/Disciplines					
<input checked="" type="checkbox"/>	<i>Application -Development Tools</i>	<input type="checkbox"/>	<i>Interface-Accessibility</i>	<input type="checkbox"/>	<i>Security-Technical Controls</i>
<input type="checkbox"/>	<i>Application -Electronic Collaboration</i>	<input type="checkbox"/>	<i>Interface-Branding</i>	<input checked="" type="checkbox"/>	<i>Systems Management-Asset Management</i>
<input type="checkbox"/>	<i>Information-Data Management</i>	<input type="checkbox"/>	<i>Interoperability-Application Interoperability</i>	<input checked="" type="checkbox"/>	<i>Systems Management-Change/Configuration Management</i>
<input type="checkbox"/>	<i>Information-GIT</i>	<input type="checkbox"/>	<i>Interoperability-Data Exchange</i>	<input type="checkbox"/>	<i>Systems Management-Help Desk/Incident Management</i>
<input checked="" type="checkbox"/>	<i>Information-Knowledge Management</i>	<input type="checkbox"/>	<i>Privacy-Personalization</i>	<input checked="" type="checkbox"/>	<i>Systems Management-Performance Measurement and Capacity Planning</i>
<input type="checkbox"/>	<i>Information - GIT</i>	<input type="checkbox"/>	<i>Privacy-Privacy (Data)</i>	<input checked="" type="checkbox"/>	<i>Systems Management-System Availability</i>

<input checked="" type="checkbox"/>	Infrastructure – Network	<input type="checkbox"/>	Privacy-Profiles	<input checked="" type="checkbox"/>	Systems Management-System Event Management
<input type="checkbox"/>	Infrastructure – Platform	<input type="checkbox"/>	Security-Management Controls	<input checked="" type="checkbox"/>	Systems Management-System Recovery
<input type="checkbox"/>	Interface-Access	<input checked="" type="checkbox"/>	Security-Operational Controls	<input type="checkbox"/>	
Standards Organizations/Government Bodies					
<i>List Standards Organizations</i>	Help Desk Institute				
<i>List Government Bodies</i>					
Stakeholders/Roles					
<i>List Stakeholders</i>	State IT Staff, state workers, citizens, partners, Service Providers, Local and Federal Government and other states that need IT assistance.				
<i>List Roles</i>					
Discipline-Specific Technology Trends					
<i>List Discipline-specific Technology Trends</i>	Knowledge Base, Portal Technology, Web-based, mobile technologies, smart phones and other intelligent devices.				
<i>Technology Trend Source</i>					
ASSOCIATED COMPLIANCE COMPONENTS					
<i>List Discipline-level Compliance Components</i>					
METHODOLOGIES					
<i>List methodologies followed</i>	Single Point of Contact, Self Service, Automated Escalation, Service Level Agreements.				
DISCIPLINE DOCUMENTATION REQUIREMENTS					
<i>Provide documentation requirements for this Discipline</i>					
ASSOCIATED TECHNOLOGY AREAS					
<i>List the Technology Areas associated with this Discipline</i>	Help Desk Design, Incident Mgmt, Knowledge/Solution Base, and Tools				
CURRENT STATUS					
<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i> <input type="checkbox"/> <i>Under Review</i> <input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>				
AUDIT TRAIL					
<i>Creation Date</i>	10/18/05	<i>Date Approved/Rejected</i>	12-13-05		
<i>Reason for Rejection</i>					
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	11/29/05		
<i>Reason for Update</i>					