

IM Aging Ticket Review Procedure

Purpose

The purpose of this document is to drive client satisfaction through timely ticket update and resolution.

Preface

Corporate Incident Management (CIM) seeks to improve client satisfaction by ensuring ITSM tickets are actioned and updated in a timely manner, through a weekly review of aged tickets within ITSM.

Scope

The scope applies to open medium and low priority incidents and user service requests.

Out-of-Scope

Critical and High incidents are handled by the Critical-High incident process.

Scope does not include any associated Change Management or Problem Management processes.

Exceptions

The Manager, Corporate Incident and Problem Management must approve exceptions to this procedure.

Operating Principles

- CIM performs Aging ticket review on a weekly basis.
- Support teams are requested to address aged tickets within one business day and update tickets and ticket work logs with actions taken.

Process

Activity	Description
1) CIM reviews reports	<ul style="list-style-type: none"> • CIM reviews incidents and user service requests by support team using the OPSA074D daily report's <i>Aging Unmodified – INC</i> and <i>Aging Unmodified - CRQ</i> tabs.
2) Validate aging tickets	<ul style="list-style-type: none"> • If tickets meet the criteria for aging ticket review, consolidate ticket information into a list. • Criteria: tickets that are greater than 30 business days with work log entries older than 3 calendar days.
3) Email support team	<ul style="list-style-type: none"> • CIM will send a list of tickets for the identified support team to action. • An e-mail with the subject line of <i>Aging ticket review – [SUPPORT TEAM] – [DATE]</i> will be sent from sa.dutycim@gov.ab.ca • CIM will update each ticket included in the e-mail with a worklog entry indicating an update is requested.
4) Repeat	<ul style="list-style-type: none"> • Steps 1-3 are repeated for remaining support teams
5) Support teams act on received email	<ul style="list-style-type: none"> • Support teams are requested to address aged tickets within one business day and update tickets and ticket work logs with actions taken.

Associated Documents

IMT Standards<http://imtdocs.alberta.ca/operations/585.aspx>

Document Review Schedule

The *Document Owner* is accountable for managing revisions of this document.

Annual

The document shall be reviewed for completeness and accuracy annually. Each review should be completed on or before the last day of the month shown in the document properties below.

Ad-hoc

Ad-Hoc requests sent to SA Duty CIM <sa.dutycim@gov.ab.ca> shall be reviewed.

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