

UCSF IT Service Management

ANNOUNCEMENT

New Incident Reassignment Process

WHAT'S HAPPENING: In our ongoing effort to continuously improve UCSF IT services and the Incident Management process, we have developed a new **Incident Reassignment Process** to ensure incidents are efficiently assigned so they can be resolved as quickly as possible for our customers.

The new **Incident Reassignment Process** includes the following guidelines:

- A reassigned incident must include a work log entry explaining the reason for the reassignment.
- If you are unsure of where an incident assignment belongs, always assign it to the IT Service Desk with a work log entry requesting their assistance in correctly triaging the ticket.
- If the team that you assign an incident to responds by reassigning it back to you, always assign the ticket to the IT Service Desk with a work log entry requesting their assistance in correctly triaging the ticket. Do not assign it back to the team that sent it to you unless the Service Desk was that team. Always explain in the work log why the assignment does not belong to your team.
- For mis-assigned incidents with a priority greater than Low, always warm transfer the ticket before assigning it unless you are assigning it to the Service Desk.
 - Warm transfer means receiving verbal or electronic confirmation from the assignee that he or she will accept the assignment. A phone call or instant message thread is appropriate
 - Warm transfers are not required when assigning to the Service Desk.
 - For high and critical priority tickets, PagerDuty may or may not trigger depending on the Assignment Group receiving the ticket. It is still appropriate to warm transfer the ticket regardless of the PagerDuty process.

WHEN: Effective immediately.

WHY: For continuous process improvement and to eliminate confusion with incident assignment and triage.

WHAT YOU SHOULD DO: Continue to manage your incident queues as efficiently as possible. If a ticket reaches your queue but does not belong to your team, follow the reassignment process, there is no need to guess where it belongs. Always document in the work log why it does not belong to your team. Always warm transfer raised priority tickets.

ADDITIONAL INFORMATION: If you have any questions, please email or call Peter Stampfer, Incident Process Manager, at 415-353-9114.