

## Project Charter Incident Management

### Project Management Office

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### INFORMATION ABOUT THE PROJECT

**Anticipated Start Date:** July 25, 2013

**Anticipated Completion Date:** January 15, 2014

### Department(s) Sponsoring the Project:

Office of Information Technology (OIT) and User Services

### Budget:

As a process improvement effort, the direct costs will primarily go towards staff time with all funding for the project stemming from OIT.

### Project Objectives:

In alignment with OIT's core principles and the PinkSCAN Assessment Report recently conducted throughout OIT; the purpose of the Incident Management process is to restore normal IT (information technology) service operation as quickly as possible after disruptive incidents occur minimizing the adverse impact on student success and business operations, ensuring agreed levels of service quality are maintained. The resulting Incident Management process should capitalize on related improvements delivered with the Service Catalog process.

### Project Deliverables:

- Incident priorities in line with best practices from the ITIL framework
- Support Center as the Single Point of Contact (SPOC) for all OIT users/customers for production services
- Support Matrices for all production services
- Incident categories aligned with Service Catalog
- Escalation procedures in the current service management application
- Standard incident management process used across all OIT departments
- Establish roles and responsibilities within all functional groups
- Establish CSFs and KPIs for Incident Management Process
- An internal knowledge base and known error database will be utilized by the current service management application, HP Service Manager
- Incident Management Process documentation to include workflow diagram
- Incident Management Process Training Plan

### Major Milestones:

- Support Matrices for all production services
- CSFs and KPIs established
- RACI Matrix
- Link HPSM to Knowledge Management
- Procedural Documentation, workflow and training plan
- All OIT departments trained and using the Incident Management Process

### Performance Measure:

Performance will be measured by the organization's ability to meet established criteria. The project team will formalize the criteria by identifying a set of Critical Success Factors (CSFs) and Key Performance Indicators (KPIs). In general, the criteria may include:

- Resolve incidents within established service times while minimizing impacts to the business
- Maintain quality of IT services
- Maintain high customer satisfaction
- Increase visibility and communication of incidents to business and IT support staff
- Ensure standardized methods and procedures are used to maintain confidence in IT capabilities

The Incident Management Project will produce a set of documented and approved criteria including the means to collect data and ensure success.

### **Which MAU's or rural campuses will participate/be impacted?**

This project will primarily impact Statewide and UAF as they are the immediate beneficiaries of services provided by the Office of Information Technology.

### **Key Project Roles**

Executive Project Champion - Martha Mason, User Services

Functional Project Champion - Kenny Coon, User Services

Functional Project Lead - Shannon Telling, User Services

Project Manager - Toni Abbey, Technology Oversight Services

#### **Project Team Members:**

- 1) Phil Jacobs
- 2) Tom Langdon
- 3) Tom Munson
- 4) Jarkko Toivanen
- 5) Collin Lichtenberger
- 6) Shannon Telling
- 7) Kenny Coon
- 8) James Milburn
- 9) Dave Hill
- 10) Anthony Shaw

**Team Member:** Works toward project success, accepts responsibility for project completion.

Responsibilities include:

- Accept tasks and complete them – alone or with a team
- Interact constructively to help map a solution that will work for you and for other departments
- Understand the work to be completed (*ask questions – the more questions the better the result at the end of the process – often people assume things differently*)
- Complete research, data gathering, and analysis as needed
- Inform the project manager of issues, scope changes, risk and quality concerns
- Pro-actively communicate status
- Manage expectations

#### **ITSM Program Steering Committee Members:**

Karl Kowalski  
James Durkee  
Martha Mason  
Rory O'Neil  
David DeWolfe

## PROJECT CHARTER ACCEPTANCE

The signatures below indicate the undersigned have read and agreed to the contents of this Program Charter and have given approval for this program to be initiated.

  
Executive Project Champion

Date

9/3/13

**Executive Project Champion:** Provide overall business direction for the project.

Responsibilities include:

- Approve the project charter and plan (confirm the goals)
- Secure resources for the project
- Keep abreast of major project developments and activities
- Make decisions about project changes (scope creep) with steering committee
- Secure executive level communication to those affected by the project as needed

  
Functional Project Champion

Date

9/3/13

**Functional Project Champion:** Participates in the entire project lifecycle ensuring completion

Responsibilities include:

- Provide or secure functional expertise for the project – subject matter expert(s)

  
Functional Project Lead

Date

9/3/13

**Functional Project Lead:** Leadership in the planning and development of the project, managing the scope.

Responsibilities include working with team members to:

- Develop the project plan and identify project deliverables
- Identify risks and develop risk management plan
- Direct the project resources (team members)
- Scope control and change management
- Oversee quality assurance of the project management process
- Maintain all documentation including the project plan
- Report and forecast project status
- Resolve conflicts within the project or between cross-functional teams
- Ensure that the project's final product meets the business objectives
- Communicate project status to stakeholders