



**CHRIS HANI**  
**DISTRICT MUNICIPALITY**  

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**SUSTAINING GROWTH**  
**THROUGH OUR PEOPLE**

**INCIDENT MANAGEMENT POLICY AND  
PROCEDURE**

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## Document Revision History

The history of revisions applied to this document is listed in the table below.

Version	Date	Status	Change Description
V0.1	05/2015	Initial Development	Incident Management Policy
	2021/06/30	Approval	Incident Management Policy
	2022/02/14	reviewal	Incident Management Policy
	2023/03/14	reviewal	Incident Management Policy

## Definitions

<b>Incident</b>	An 'Incident' is any event which is not part of the standard operation of the service and which causes, or may cause, an interruption or a reduction of the quality of the service.
<b>ITIL</b>	<p><b>ITIL</b>, formerly known as the <b>Information Technology Infrastructure Library</b>, is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.</p> <p>ITIL describes processes, procedures, tasks, and checklists which are not organization-specific, but can be applied by an organization for establishing integration with the organization's strategy, delivering value, and maintaining a minimum level of competency. It allows the organization to establish a baseline from which it can plan, implement, and measure. It is used to demonstrate compliance and to measure improvement.</p>
<b>Helpdesk</b>	A help desk is a resource intended to provide the customer or end user with information and support related to an institution's products and services. The purpose of a help desk is usually to troubleshoot problems or provide guidance about products such as computers, electronic equipment or software.
<b>Service Desk</b>	A Service Desk is a primary IT service within the discipline of IT service management (ITSM) as defined by the Information Technology Infrastructure Library (ITIL). It is intended to provide a Single Point of Contact ("SPOC") to meet the communication needs of both Users and IT employees.

## 1. Introduction

This policy describes the procedure to control the ICT process of managing calls and incidents logged with the ICT and Systems units. The process covers incident identification, analysis, resolution and review as conducted by the Helpdesk Operator. This document refers to other connecting processes and documents rather than the information being repeated and duplicated.

## 2. Purpose

The purpose of this policy is to establish a uniform process for incident management, and define the steps involved in responding to employee calls at Chris Hani District Municipality. The objective of Incident Management is to restore normal service operations as quickly as possible. To do so, ensures minimal adverse impacts on CHDM operations. It also ensures that the best possible levels of service quality and availability are maintained. Incident Management is planned and performed in accordance with established policies, procedures, and standards. Roles and responsibilities for managing the Incident Management process and procedures are defined, assigned, and communicated. Incident Management relies on the effective and efficient operations of other processes. There is a close interface between Incident Management, Problem Management and Change Management processes, as well as, the function of the Help Desk or Service Desk.

This Incident management policy and procedure is aligned to the principles of ITIL incident management. In ITIL activities of the Incident Management process are:

Incident detection and recording

Classification and initial support

Investigation and diagnosis

Resolution and recovery

Incident closure

Incident ownership, monitoring, tracking and communication

### 3. Scope

This policy applies to all employees and Councillors of CHDM. The policy defines call logging procedures for all ICT related incidents including ICT Infrastructure and Application Systems

### 4. Policy Statements

1. One Incident Management process based on the ITIL will be utilized throughout the organization.
2. The Incident Management Process Owner is accountable for the entire Incident Management process and has the authority to develop policies and procedures pertaining to the process.
3. Incident Management will provide a single definition of an Incident that will be common and utilized throughout IT and other processes.
4. Incident Management has the responsibility for supporting only the software and hardware that have been deemed required and approved by both IT and the organization through Service Level Management.
5. All Incidents, regardless of where they are detected, will be logged and updated in a single Incident Management tool.
6. The Service Desk will be the first point of contact for users.
7. All Incidents will be prioritized based upon impact and urgency defined in the Priority Model that has been created for Incident and Change Management.
8. In the event the Service Desk or any other support level exceeds its ability to resolve a particular Incident, the Incident will be escalated to the appropriate individual/group.
9. All work and progress toward Incident resolution, regardless of the support level or staff member, will be clearly documented in the Incident tracking tool on the Helpdesk System in an on-going and timely basis.
10. Status of Incidents will be provided or made available to customers throughout the lifecycle of the Incident through resolution and recovery.
11. The Service Desk will own the lifecycle of all Incidents. All activities associated with the Incident are the responsibility of the individuals and groups involved in the resolution of the Incident.

12. Communication will be provided to departments concerning any known or expected degradation of service and impact on service delivery.
13. Incident closure is the result of the user validating that the resolution to the Incident has been met and the service has been restored to the user's satisfaction.
14. Incident Management metrics and management reports will be provided to Management and the ICT Architecture Forum.
15. Reviews are conducted by the ICT Manager or Systems Manager on a monthly basis.

## **5. Incident Management Procedure**

### **5.1. Logging of the Calls**

- 5.1.1. Calls must be logged by the user via email to [helpdesk@chrishanidm.gov.za](mailto:helpdesk@chrishanidm.gov.za) or telephonically by calling 0458084737/4720. Calls are only logged to the Helpdesk Operator email when helpdesk system is not available.
- 5.1.2. All calls to the Helpdesk Operator must be recorded on the Call Logging Sheet, which will be maintained by the Helpdesk Operator and must be entered into the helpdesk system when it is available.
- 5.1.3. Details such as Call Reference No, User's Name, Date and Time Logged, Nature of Issue and Priority Status must be recorded by the Helpdesk Operator on the Call Logging Sheet.
- 5.1.4. The user must be issued with a reference number.
- 5.1.5. Calls must be classified on the system or Call Logging Sheet as per the categories below:
  - 5.1.5.1. Network;
  - 5.1.5.2. Software;
  - 5.1.5.3. Email;
  - 5.1.5.4. Hardware;
  - 5.1.5.5. User Administration;
  - 5.1.5.6. Other.

## **5.2. Priority of Calls**

5.2.1. Calls logged/ incidents are classed as High, Medium and Low based on the nature of the call logged.

5.2.2. Calls logged/ incidents will be resolved according to the timeframes below:

<b>Criticality of Calls logged/ Incidents</b>	<b>Timeframe of Resolution</b>
High	Within 1 hour
Medium	Within 8 hours
Low	Within 24 hours

5.2.3. Calls logged must be attended to and resolved timeously.

## **5.3. Person assigned to incident**

5.3.1. All calls will be assigned to the relevant IT staff according to classification by the Helpdesk Operator at his discretion depending on the nature and level of the call. The following are guidelines for assigning calls.

5.3.1.1. Network related incidents/calls – network administrator

5.3.1.2. Software

5.3.1.2.1. Financial Systems – Systems Administrator

5.3.1.2.2. Microsoft – Network Administrator or PC Support Technician

5.3.1.3. Email – Network Administrator or PC Support Technician

5.3.1.4. Hardware – PC Support Technician

5.3.1.5. User Administration – Network Administrator or Systems Administrator

5.3.2. Calls may be escalated to a higher level or delegated to a lower level.

5.3.3. Calls that may not be resolved internally will be escalated to a second line support in accordance with the relevant Service Level Agreements.



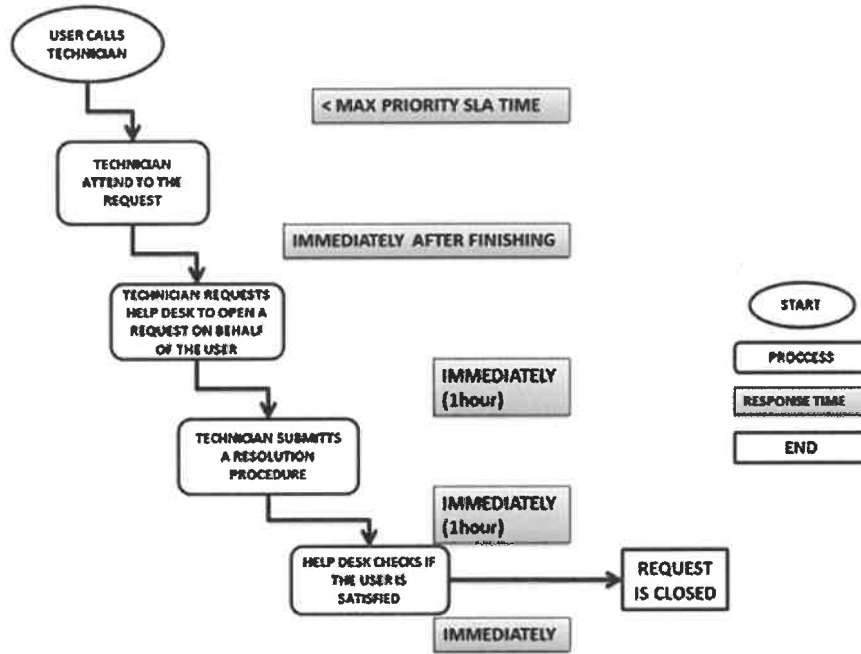
- 5.3.4. Upon resolution of the call, the Helpdesk Operator must update the system or complete the Call Logging Sheet recording the date and time resolved and must record the resolution of the incident for future reference.
- 5.3.5. The Helpdesk Operator and users must also sign the form as acknowledgement that the call has been resolved.

**5.4. Monthly review**

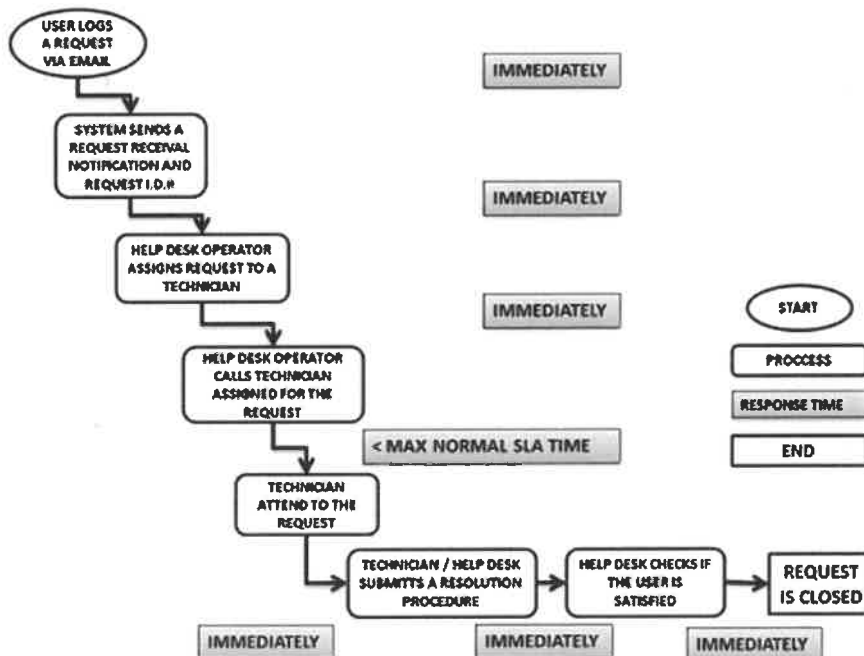
A monthly review of calls and incidents logged must be performed by the ICT Manager and Systems Manager, indicating compliance, long outstanding calls and trends.

**6. INCIDENT MANAGEMENT PROCESS CHARTS**

## HIGH PRIORITY



## NORMAL PRIORITY



<b>Policy Particulars</b>			
Date of Approval by Executive Management			
Date of Adoption by Council:			
Commencement Date:		1 July 2023	
Revision History:			
Review Date:		Annually	
Policy Level:		All users of the Chris Hani District Municipality's computing facilities	
Responsibility - Implementation & Monitoring:		Assistant Director: Systems and IT Manager	
Reporting Structure:		Assistant Director: Systems » CFO » Municipal Manager » Council	
Version	Date	Author	Details
1 <sup>st</sup> Version	New	AD: Systems and IT Manager	
2 <sup>nd</sup> Version			