



Incident Management V3

Goal: “To restore normal service operation as quickly as possible and minimize the adverse impact on business operations thus ensuring that the best possible service quality and availability are maintained.” (SO 4.2.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Questions
Vendor Response	
IM-V3-G-001 (OGC ISS 1.1.24)	ITIL® Terms Does the tool use ITIL terms and definitions? E.g.: Incidents rather than 'tickets'
Comment:	
IM-V3-G-002 (OGC ISS 1.1.19)	Incident Resolution Updates Does the tool allow access controls to open, modify and close incidents based on pre-established conditions?
Provide an overview description of the tool’s security permissions’ capability, structure and authority basis (e.g.: based on role, organization, location).	
IM-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
IM-V3-G-004 (OGC ISS 1.1.22)	Additional Purchases Can the tool produce management reports without additional purchases such as consultancy or products?
Provide an overview:	
IM-V3-G-005 (OGC ISS 1.1.21)	Management Reports Does the tool produce reports from record detail captured? E.g.: total number of Incidents over any given period, total number of active, closed, first time fix, by category, by user, by CI.
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Questions
Vendor Response	
IM-V3-G-006 (OGC ISS 1.1.23)	Audit Trail Does the tool provide an audit trail of all Incident record updates for: a) ID of individual recording the update b) Date and time of the action c) Type of action
Describe:	
IM-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
IM-V3-G-008	Does the tool provide facilities within the tool database for storing or archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Questions
Vendor Response	
IM-V3-C-001 (OGC ISS 1.1.1)	Incident Identification Can Incident records be created manually?
Describe (can include screenshots):	
IM-V3-C-002 (OGC ISS 1.1.2)	Unique Reference Does the tool automatically allocate a unique reference to newly created records at the time of opening the record?
Describe (can include screenshots):	
IM-V3-C-003 (OGC ISS 1.1.3)	Date & Time Is each Incident record date and time stamped when created and again each time the record is updated?
Describe (can include screenshots):	
IM-V3-C-004 (OGC ISS 1.1.5)	Contact Details Does each incident record contain a field or fields to record the contact information and call back method such as telephone or email?
Describe (can include screenshots):	
IM-V3-C-005 (OGC ISS 1.1.4)	Source Of The Incident Does each Incident record contain a field or fields to record the identity of the source of reporting of the Incident (such as event trigger, person or group)?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Questions
Vendor Response	
IM-V3-C-006 (OGC ISS 1.1.11)	Incident & Service Request Separation Does the tool support the capability to separate Service Requests from Incident Management?
Describe (can include screenshots):	
IM-V3-C-007 (OGC ISS 1.1.9)	Incident Categorization Does the Incident record contain hierarchical category fields to record the type of Incident (hardware, server, memory)?
Describe (can include screenshots):	
IM-V3-C-008 (OGC ISS 1.1.12)	Incident Priority Does the Incident record contain a field or field(s) to assign an initial incident priority according to pre-established or manually overridden conditions? (CI type, Business Services impacted, level of service disruption, security breach, Service Request)
Describe (can include screenshots):	
IM-V3-C-009	Does the tool have the ability to automate the calculation of priority based on defined Impact and Urgency factors?
Describe (can include screenshots):	
IM-V3-C-010 (OGC ISS 1.1.13)	Incident Assignment Does the Incident record contain a field or field(s) to assign the incident to a support department, group or individual?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Questions
Vendor Response	
IM-V3-C-011 (OGC ISS 1.1.16)	Incident Functional Escalation Does the tool allow an Incident record to be escalated based on pre-established or manually overridden conditions? (Such as service level target, operational level target, business priority, support tier)
Describe (can include screenshots):	
IM-V3-C-012 (OGC ISS 1.1.17)	Incident Hierarchic Escalation Does the tool allow an Incident record to be escalated based on pre-established or manually overridden conditions? (Manager notification, supplier notification, business notification)
Describe (can include screenshots):	
IM-V3-C-013 (OGC ISS 1.1.6)	Incident Symptoms Does each Incident record contain a field or fields to describe the symptoms of the fault? This can include event parameters and user reported.
Describe (can include screenshots):	
IM-V3-C-014 (OGC ISS 1.1.15)	Incident Diagnosis Details Does the Incident record contain a field or fields to sequentially record diagnostic activities?
Describe (can include screenshots):	
IM-V3-C-015	Does the tool automate the rapid recording, classification and linking of Incidents for multiple related Incidents? E.g.: using templates or cloning or copying of an Incident that is already open, using a parent-child record relationship
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Questions
Vendor Response	
IM-V3-C-016 (OGC ISS 1.1.8)	Incident Status Does the Incident record contain a field or fields to record the status of the incident (such as active, waiting, closed)?
Describe (can include screenshots):	
IM-V3-C-017 (OGC ISS 1.1.18)	Incident Resolution Do the Incident records have a field or fields to record Resolution Information including resolution date and time?
Describe (can include screenshots):	
IM-V3-C-018 (OGC ISS 1.1.20)	Incident Closure Does the Incident record contain a field or fields to record Closure categorization including closure date and time?
Describe (can include screenshots):	
IM-V3-C-019 (OGC ISS 1.1.25)	Customer/user Satisfaction Does the tool capture follow-up information for satisfaction rating?
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Questions
Vendor Response	
IM-V3-I-001	Does the tool integrate with Knowledge Management – knowledge databases to support Incident investigation (e.g.: through scripting), diagnosis and resolution (e.g.: work-around, temporary fix, routine Incident fix)?
Describe (can include screenshots):	
IM-V3-I-002	Does the tool integrate with Problem Management to enable the rapid opening of a Problem Record from Incident Management and to enable the creating and maintenance of the linked relationships between the Incident and associated Problem / Known Error Records?
Describe (can include screenshots):	
IM-V3-I-003 (OGC ISS 1.1.14)	Incident Matching Does the tool match Incident records to related Problem records?
Describe (can include screenshots):	
IM-V3-I-004 (OGC ISS 1.1.10)	Incident Or Service Request Is there the ability to open a Service Request from an Incident Record and to link the Service Request to that Incident Record?
Describe (can include screenshots):	
IM-V3-I-005 (OGC ISS 1.1.7)	Configuration Item Details Does the Incident record contain a field or fields to relate a CI record(s) to the Incident?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Questions
Vendor Response	
IM-V3-I-006	Does the tool integrate with Configuration Management Systems or CMDBs to enable the Service Desk to identify, investigate and diagnose Incidents?
Describe (can include screenshots):	
IM-V3-I-007	Does the tool integrate with Change Management to enable the rapid opening of a Request for Change Record (RFC) from an Incident Record; and to enable the creation and maintenance of the linked relationships between the Incident Record(s) and associated RFCs?
Describe (can include screenshots):	
IM-V3-I-008	Does the tool enable the creation and maintenance of “caused by” linked relationships between Incident Record(s) and associated RFCs? E.g.: recording Incidents which are caused by Changes
Describe (can include screenshots):	
IM-V3-I-009	Does the tool integrate with Service Level Management to monitor and track Incident response time and resolution time based on priority and / or service levels?
Describe (can include screenshots):	