

OWNER: CUST-DEV2	ISSUE DATE: 13/12/2010	VERSION: 1.01
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>DLV-0.1-1_INCIDENT MANAGEMENT</p>		
<p>CUST-DEV2</p> <p>[REMOVED]</p>		

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
DOCUMENT HISTORY	

DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
0.02	13/08/2010	Submitted for Information	I	All
0.03	09/09/2010	Submitted for Review	/	/
0.11	21/10/2010	Internal Review after Implementation of Review Comments	/	All
0.12	25/10/2010	Submitted for Information		
0.13	03/11/2010	Internal Review	I/R	All
1.00	15/11/2010	Submitted for Acceptance		
1.01	13/12/2010	Re-Submitted for Acceptance	I/R	All

(*) Action: I = Insert R = Replace

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
TABLE OF CONTENTS	

TABLE OF CONTENTS

DOCUMENT HISTORY	2
TABLE OF CONTENTS	3
LIST OF TABLES	4
TABLE OF FIGURES	ERROR! BOOKMARK NOT DEFINED.
1 INTRODUCTION	6
1.1 Scope	6
1.2 References	6
1.3 Acronyms and Abbreviations	6
2 PROCESS OVERVIEW	7
2.1 Important Terminology	7
2.2 Process Goal	7
2.3 Incident Management Boundaries	9
2.4 Incident Management Tool and Interactions	9
2.5 Definition of an incident and the general process	10
3 ROLES AND RESPONSIBILITIES	11
3.1 Roles	11
4 INCIDENT MANAGEMENT PROCESS	12
4.1 Trigger Event	12
4.2 Procedure Input	12
4.3 Process Flow	13
4.4 Process Steps	14
4.5 Link with Other Process	19
4.6 Incident Priorities	20
4.7 Incident Ticket Priority Changing	23

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
LIST OF TABLES	

LIST OF TABLES

Table 1-1: Reference documents..... 6

Table 1-2: Acronyms and Abbreviations 6

Table 3-1: Roles and Responsibilities..... 11

Table 4-1 - Priority levels based on impact and urgency 22

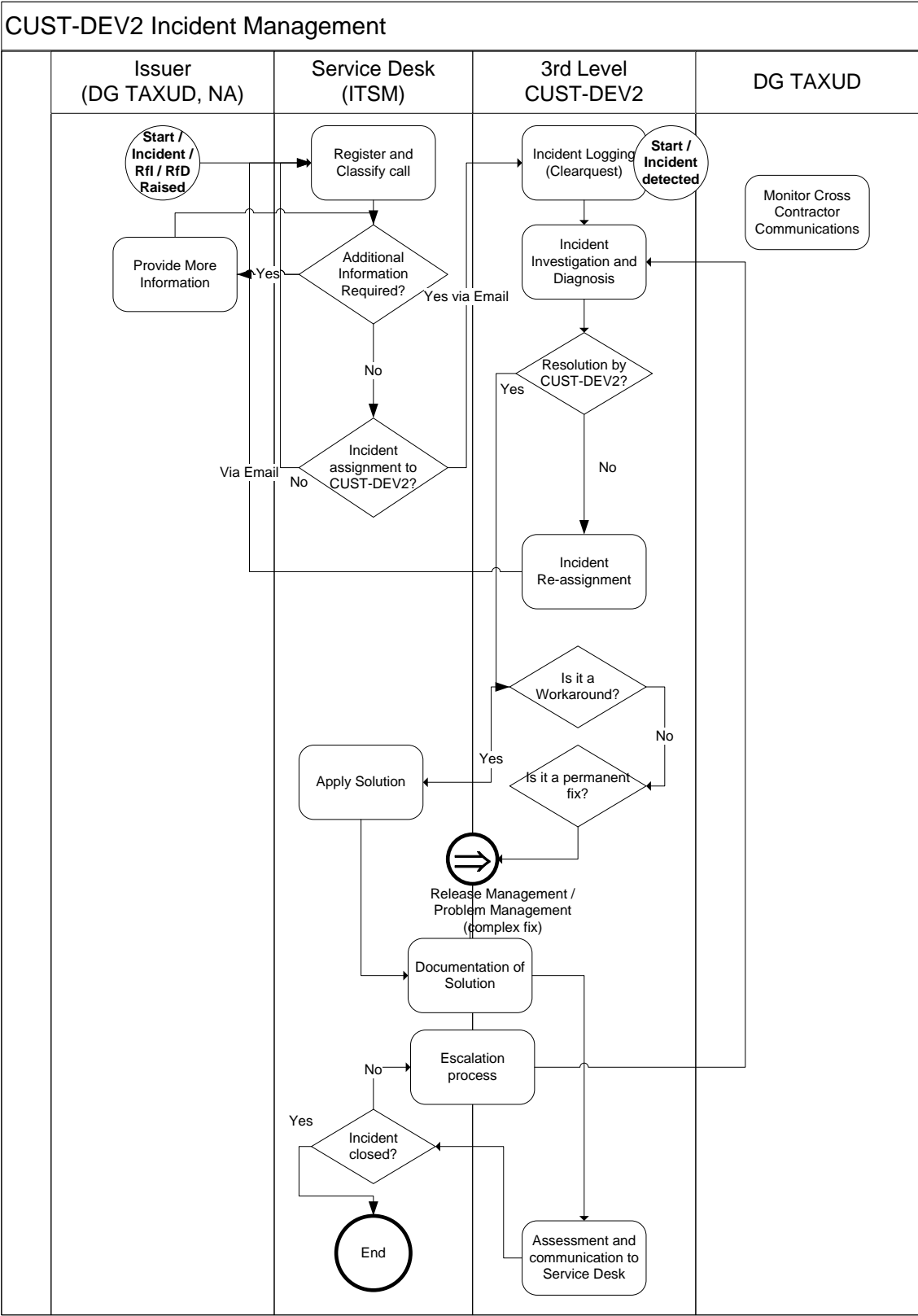


Figure 2-1: Incident Management Process Flow..... 13

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INTRODUCTION	

1 INTRODUCTION

1.1 Scope

The scope of this document is to describe CUST-DEV2's Incident Management approach. Given that CUST-DEV2's role in Incident Management will largely be limited to 3rd level support, this description will mainly focus on Incident analysis and resolution.

1.2 References

RD#	Title	Originator	Version	Date
[RD1]	TEMPO - Glossary of Terms (tmp-gen-gls)	DG TAXUD/R4	2.04-EN	01-Aug-07
[RD2]	Framework Quality Plan	CUST-DEV2	00.01.00	

Table 1-1: Reference documents

1.3 Acronyms and Abbreviations

See Annex 19 for the full list of Acronyms and Abbreviations. These below are the relevant abbreviations for the Incident Management.

ACRONYM OR ABBREVIATION	DEFINITION
DG TAXUD	Directorate General - Taxation and Customs Union
CT	Conformance Test
DDS	Data Dissemination System
FAT	Factory Acceptance Test
FQP	Framework Quality Plan
ITSM	IT Service Management
PSAT	PreSite Acceptance Test
SAT	Site Acceptance Test
RfC	Request for Change
RfD	Request for Diagnostis
RfI	Request for Information

Table 1-2: Acronyms and Abbreviations

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
PROCESS OVERVIEW	

2 PROCESS OVERVIEW

2.1 Important Terminology

This process covers Incidents that are defined as:

- A failure: That means that the application doesn't work as designed (not as described in the functional specifications). Incidents are any event that are not part of the standard operation of a service and that cause an interruption to, or a reduction in, the delivery of that service. Errors, reduction in quality of service (perceived or real), and a user having difficulty consuming a service (for example, being unable to access a website) are all examples of incidents;
- Defects: Identified by CUST-DEV2 during Test phases (FAT) on environments that are not Production;

CUST-DEV2 handles these Incidents by managing '**Defects**' Tickets via the ClearQuest application.

- Service Requests: These can be a Request for Information (RfI) or a Request for Diagnosis (RfD) or other Requests for Contractual Services as per Work Package 6 and Work Package 7.

RfI: this is usually a question (FAQs), a clarification required, an explanation on 'how to'.

RfD: this is a task related to a request for providing an analysis, an investigation on an ad hoc situation.

CUST-DEV2 handles these Requests by managing '**Issue**' Tickets via the ClearQuest application.

Note: All network or infrastructure related issues are not in scope for CUST-DEV2.

Note: Requests for Changes will be treated in the Change Management Process.

2.2 Process Goal

The primary goal of the Incident Management process is to restore normal service as quickly as possible and minimise the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

The prime objectives of Incident Management are therefore:

- To control Incidents throughout their lifecycle, from initial reporting through to sign off;
- To establish Incident priorities based on impact on the users and deadlines according to pre-defined guidelines;
- To ensure agreed escalation procedures are followed.

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
PROCESS OVERVIEW	

As can be seen from the process flow in Figure 2, CUST-DEV2's role in the Incident Management process will be limited to 3rd level support. CUST-DEV2's objectives of Incident Management are therefore:

- To report detected Incidents (defects during Test phases) to the ITSM contractor;
- To analyse Incidents that have been assigned to CUST-DEV2 by the ITSM contractor;
- To design and build solutions/workarounds for assigned Incidents.

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
PROCESS OVERVIEW	

2.3 Incident Management Boundaries

From CUST-DEV2's perspective, as Level 3 Incident Support, Incident Management includes:

- Reporting detected Incidents (Defects during Test phases);
- Logging and analysis of assigned Incidents in ClearQuest;
- Logging and analysis of detected Incidents (i.e. integration testing, or FAT failed);
- Resolution and recovery of assigned Incidents;
- Liaising with the ITSM contractor to ensure that they provide the right escalation of Incidents if required.

From CUST-DEV2's perspective, Incident Management excludes:

- Recording, classifying and prioritising Incidents;
- Incident matching and first line support;
- The definition of the escalation procedure;
- Customer notification;
- Monitoring and tracking Incidents;
- Reporting;
- Problem Management activities (see Annex 14 to the FQP [RD2] for a detailed description of Problem Management and its relation to Incident Management). This will be included in a separate Problem Management process.

2.4 Incident Management Tool and Interactions

ITSM will escalate Incidents to CUST-DEV2 via emails.

The tool used by CUST-DEV2 to log and manage Incidents is ClearQuest. There is no technical integration yet foreseen between ITSM and ClearQuest, therefore, all communications between ITSM and CUST-DEV2 will be managed via emails at the following Accenture address:

CUSTDEV2.ServiceDesk@accenture.com

The address will be monitored by the CUST-DEV2 Service Desk.

CUST-DEV2 will record the Incident in ClearQuest and assign the Incident to the relevant Application Owner.

Reception and Acknowledgement of the email will be confirmed by an to ITSM service desk by the CUST-DEV2 Service Desk.

For Critical Incidents, the Service Desk can be contacted via the following telephone number: **+371 67019773**.

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
PROCESS OVERVIEW	

2.5 Definition of an incident and the general process

An incident is defined as any event that is not part of the standard operation of a service and that causes, or may cause, an interruption to, or a reduction in, the quality of that service.

Incidents are reported by the Service Desk Users, or detected by the Application Management team. They are recorded in the Service Desk Database, and an acknowledgement e-mail is sent to the Service Desk User who reports the Incident within the time limit related to impact and the urgency of the incident.

The Incident Management team then solves the Incident, or provides a workaround.

Once the incident is solved, the results are communicated to the Service Desk User who reported the Incident, in order to close it.

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
ROLES AND RESPONSIBILITIES	

3 ROLES AND RESPONSIBILITIES

3.1 Roles

Role	Responsibility
CUST-DEV2 Service Management Team (Main participating teams: Service Desk, Application Owners, Test teams)	<p>The CUST-DEV2 Service Management team is responsible for determining what is required in order to restore the service and initiating the appropriate action. The actions include:</p> <ul style="list-style-type: none"> • Analysing and diagnosing Incidents; • Identification of defects, analysis, diagnosis, fix, test and delivery; • Promote an Incident to a Problem if required; • Initiate a Request for Change if required; • Define and test a workaround; • Communicate resolution information to the ITSM contractor; • Provide an effective resolution to the Incident in accordance with the priority service levels; • Design and build the permanent fix for the Incident that will need to be deployed.

Table 3-1: Roles and Responsibilities

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

4 INCIDENT MANAGEMENT PROCESS

4.1 Trigger Event

CUST-DEV2's Incident Management process is triggered by the assignment of an Incident by the ITSM contractor to CUST-DEV2 and by the detection of an Incident by CUST-DEV2 (i.e. Integration Testing, or FAT failed).

In some cases, the process can also be directly triggered by DG TAXUD, communicating an RfI or an RfD directly to CUST-DEV2 Service Desk.

Note: when an incident is detected by CUST-DEV2, it will be logged by the CUST-DEV2 Service Desk, in ClearQuest, and if required, it will be communicated to ITSM via email.

4.2 Procedure Input

The input for this procedure consists mainly of the following:

- Incident details from Service Desk (ITSM), networks or computer operations;
- RfI or RfD details directly communicated to CUST-DEV2 by DG TAXUD;
- Configuration details from the Configuration Management Database.

4.3 Process Flow

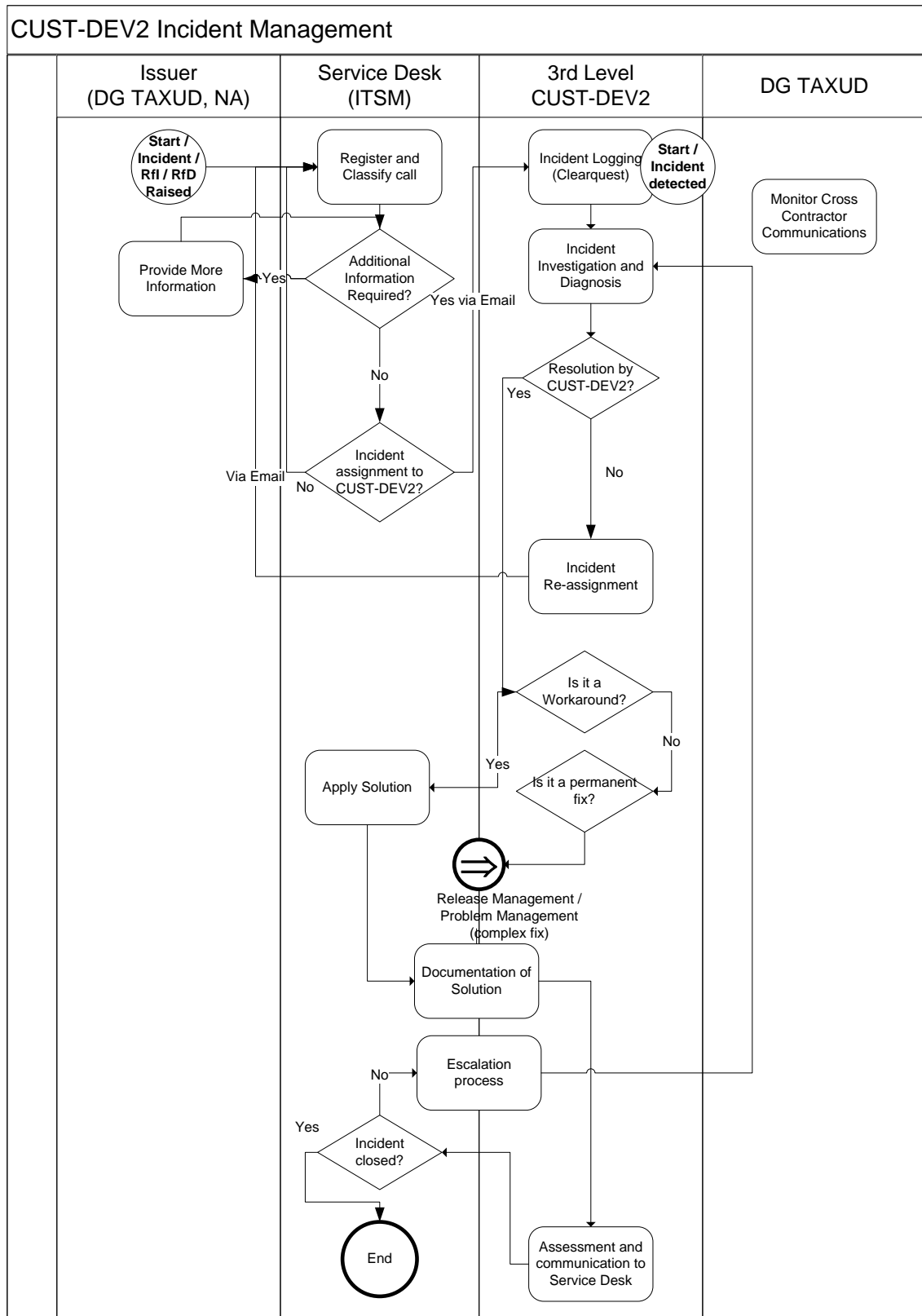


Figure 4-1: Incident Management Process Flow

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

4.4 Process Steps

Business Process	Incident Management
Scope	CUST-DEV2 Framework Contract TAXUD/2010/CC/100

Step	Incident Management
1	Register and Classify Call
<i>Input</i>	Details of the Incident
<i>Description</i>	<p>Issuer contacts ITSM Contractor Service Desk and raise the Incident. ITSM Contractor creates an Incident record and classify whether it is an Incident, an RfI or an RfD.</p> <p><i>Note: For RfIs and RfDs, DG TAXUD can contact CUST-DEV2 directly to communicate details of Service Requests.</i></p>
<i>Output</i>	Ticket created
2	Additional Information Required?
<i>Input</i>	N/A
<i>Description</i>	<p>If the information provided by the Issuer is not complete to perform the first analysis, the ITSM Contractor Service Desk will contact the Issuer to receive more information.</p> <p>If this situation takes place when the Incident is within CUST-DEV2 scope, CUST-DEV2 will put the ticket on a 'on hold' status while ITSM can gather the missing information.</p>
<i>Output</i>	More information received
3	Provide More Information
<i>Input</i>	N/A
<i>Description</i>	<p>The issuer will provide the required information to the ITSM Service Desk.</p> <p>If this situation takes place when the Incident is within CUST-DEV2 scope, CUST-DEV2 will put the ticket on a 'on hold' status while ITSM can gather the missing information.</p>
<i>Output</i>	More information received

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

4	Incident Assignment to CUST-DEV2?
<i>Input</i>	N/A
<i>Description</i>	<p>If the Incident is in the scope of CUST-DEV2, it will be assigned to them. ITSM Service Desk will email the content of the Incident ticket to CUST-DEV2 using: CUSTDEV2.ServiceDesk@accenture.com.</p> <p>The email must contain the following information:</p> <ul style="list-style-type: none"> - Subject; - Summary; - Description of the Incident; - Historic of Analysis already performed; - Priority / Severity; - Contact Name for ITSM Service Desk; - ITSM Ticket Reference Number. <p>If the Incident doesn't fall in the scope of CUST-DEV2, ITSM to continue investigations.</p> <p><i>Note: the email notification will be reviewed at a later stage and tool integration will be assessed</i></p>
<i>Output</i>	Incident assigned to CUST-DEV2
5	Incident Logging
<i>Input</i>	<p>ITSM Ticket Reference Details</p> <p>ITSM Email</p> <p>RfI / RfD details communicated by DG TAXUD</p>
<i>Description</i>	<p>The CUST-DEV2 Service Desk will monitor the Service Desk inbox and will acknowledge reception of the email.</p> <p>They will log the Incident in their internal ClearQuest tool and assign a ticket number (internal reference number) to the Incident. The ticket will then be assigned to the relevant application owner for investigation.</p> <p>The incident priority will determine how the incident is treated</p> <p>See the related section for Service Levels (CUD2-FC-DLV-0.1-1-Annex 12-Generic OLA-v0.13_SfA, section 3.1.1.3 and 3.1.1.9)</p> <p><i>Note 1: The Incident Ticket will mention if it is an <u>internal</u> incident to CUST-DEV2 or <u>external (reported by ITSM)</u>. This will allow to filter for correct visibility of the performance towards DG TAXUD</i></p> <p><i>Note 2: The Ticket will mention in which environment the Incident was detected. When the Release date is known, it will also be added in the correct field of the ticket.</i></p>
<i>Output</i>	<p>Ticket Reference Number.</p> <p>Acknowledgement of email reception (to ITSM or DG TAXUD)</p>

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

6	Incident Investigation and Diagnosis
<i>Input</i>	Given that CUST-DEV2 has no access to ITSM's Incident Management tool, ITSM will pass on as much information regarding the Incident as is available and required (by e-mail or phone for P1 only). If extra information is required for Incident analysis, CUST-DEV2 Service Desk will contact the ITSM Service Desk to request more information and liaise with the issuer.
<i>Description</i>	<p>Incident Investigation and Diagnosis will include the following steps:</p> <ul style="list-style-type: none"> ○ Check priority (if this needs to be downgraded, ITSM must be notified and DG TAXUD IT Unit must agree); ○ Acknowledge (towards first line support) the assignment of the incident; ○ Diagnose the cause of the incident; ○ If required, get more information via ITSM or from the Configuration Management Database (see Annex 02 to the FQP [RD2]); ○ Determine who is responsible for resolution; If not under the responsibility of CUST-DEV2, the incident will need to be reassigned to ITSM; ○ Determine if any contingency facilities (e.g. alternative device) or other work-around is available - if so, agree the method to be followed with ITSM and then review the incident priority. <p>Investigation and diagnosis may become an iterative process, starting with a different specialist support group and following elimination of a previous possible cause. It may involve multi-site support groups and support staff from different vendors. It may continue overnight with a new shift of support staff taking over the next day. All this demands a rigorous, disciplined approach and a comprehensive record of actions taken with corresponding results.</p>
<i>Output</i>	<p>Expected resolution time;</p> <p>(Non)-acceptance of assignment and priority level;</p> <p>Solution/Work-around proposal.</p>
7	Incident Re-assignment
<i>Input</i>	Analysis results
<i>Description</i>	<p>If after analysis the resolution is found not to be in the scope of CUST-DEV2, Incidents may be re-assigned to the ITSM Contractor, having initially been assigned to CUST-DEV2. In all cases: DG TAXUD will be informed of the reassignment and will kept in copy of all interactions between CUST-DEV2 and the other contractors.</p> <p>CUST-DEV2 provides their internal reference number of the incident to ITSM whenever incidents or problems are transferred.</p>

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

<i>Output</i>	Re-assignment to ITSM
8	Is it a Workaround?
<i>Input</i>	N/A
<i>Description</i>	<p>If the Incident resolution is a workaround, CUST-DEV2 will test the workaround and ask ITSM to apply it.</p> <p>This will not trigger the Release Management process.</p> <p>A workaround will be fully documented and included in the Known Errors from ClearQuest.</p> <p>This is part of the Continuous Service Improvement Programme.</p> <p><i>Note: if a workaround can be proposed in order to decrease the criticality of an incident, this needs to be done in parallel of the permanent resolution. This does not exclude the Resolution steps below.</i></p>
<i>Ouput</i>	<p>Documented Known Error</p> <p>Documented workaround</p>
9	Is it a Permanent Fix?
<i>Input</i>	N/A
<i>Description</i>	<p>If the Incident is new and does not have a workaround, the resolution will need to be analysed, designed and built before being implemented. The resolution will then be documented and added in the known issues database.</p> <p>This is part of the Internal Accenture Development Process where permanent resolutions are analysed, developed, tested and prepared for deployment.</p> <p>This step is linked to the Release Management process where the fix will be assigned to a release schedule for deployment.</p> <p><i>Note: if a workaround can be proposed in order to decrease the criticality of an incident, this needs to be done in parallel of the permanent resolution.</i></p>
<i>Output</i>	<p>Documented Known Error</p> <p>Documented Resolution</p> <p>Scheduled Release</p>

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

10	Documentation of Solution
<i>Input</i>	Known Error Newly Found Workaround
<i>Description</i>	This step will ensure the accurate and complete documentation of the known error / workaround into the Knowledge Base. CUST-DEV2 will forward the relevant information to ITSM to complete the documentation and will coordinate updates when required.
<i>Output</i>	Documented input into Knowledge Base (ITSM)
11	Assessment and Communication to Service Desk
<i>Input</i>	Solution details
<i>Description</i>	CUST-DEV2 will update the incident record with all the actions taken for resolving an Incident and communicate the results to ITSM in the form of an Incident Report Form. Furthermore, CUST-DEV2 will provide a bi-monthly status report on Incidents that are assigned to it. ITSM will be responsible for communicating results to the Incident issuer. If the issuer communicates to ITSM that they are not satisfied with the resolution, further analysis by CUST-DEV2 might be needed in order to come to a satisfactory solution. ITSM will liaise with the Issuer and if required, will request CUST-DEV2 to provide some input.
<i>Output</i>	Communication of solution assessment
12	Escalation Process
<i>Input</i>	Non resolution of the Incident Analysis from CUST-DEV2 unsuccessful
<i>Description</i>	If the Incident is not closed, a second analysis for investigation and diagnosis must be provided by CUST-DEV2. The resolution will need to be investigated. In case of no additional inputs for resolution, hierarchical escalation will need to be triggered to ensure fast and efficient restoration of services.
<i>Output</i>	Escalated Incident

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

4.5 Link with Other Process

4.5.1 Problem Management

Problem Management will be triggered if an Incident is complex and requires analysis.

An Incident can be fixed temporarily with a workaround or permanently with a simple resolution, but if it requires further analysis and expertise, it should be promoted to Problem Management.

Additionally, when several Incidents are detected to be coming from the same cause, a root cause analysis will be required. This is part of the Problem Management process and is an input into the Continuous Service Improvement Programme.

The analysis will highlight where the problem lies and the resolution will prevent the reoccurrence of the Incidents.

A problem can be identified as a result of an incident or any other activity such as preventive maintenance.

If workarounds are provided in the context of Incident Management, a root cause analysis will allow for a permanent fix to be found.

A Problem resolution will require a Change Request to be raised and therefore will link the Configuration Items to identified Problems.

CUST-DEV2 will follow the problem management process with the following objectives:

- to create coherency with the configuration and release management processes. This must allow CUST-DEV2, the Commission and other involved parties to create the link ‘problem’ – ‘configuration item’ – ‘release in which the problem has been resolved’;
- to be able to produce for each and every configuration item the list of recorded problems with their status and related (expected) release.

4.5.2 Change / Release Management

The Resolution of an Incident can require deployment into production and assignment of a Release.

The Change Management Process and the Release Management Process define how to manage these steps: from planning of the release to implement a resolution, testing of the resolution and delivery of it.

4.5.3 Corrective Maintenance Process

This process is the Internal CUST-DEV2 Application Development process, where it includes the design, build, test, and deploy steps in the lifecycle of a resolution.

4.5.4 Escalation

In case of a non resolution, or in case of disagreements (downgrading priorities not accepted, refusal of resolution, etc.), internal escalation will define vertical lines of reporting that need to take place within CUST-DEV2 and with DG TAXUD parties.

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

4.6 Incident Priorities

The mapping of the ‘Impact’ and ‘Urgency’ levels will provide the priority Matrix.

Impact is a measure of the business criticality of an Incident , often equal to the extent to which an Incident leads to the degradation of agreed service levels. Impact is often measured by the number of people, number of National Administrations, or critical systems affected as a result of the service interruption.

‘Urgency’ is about the necessary speed of solving a problem of a certain impact. A high-impact problem does not, by default, have to be solved immediately.

The following definitions will apply to the services provided under the terms of this Agreement:

	Critical	High	Medium	Low
Impact	<p>Major outage affecting a large number of customers or a business unit.</p> <p>Critical business commitments cannot be met.</p> <p>Market image or regulatory implications.</p>	<p>System or application usable with severe restrictions.</p> <p>Performance severely degraded.</p> <p>Market image or regulatory implications.</p>	<p>Problems affecting a small number or users.</p> <p>Must be resolved but do not impact service level agreements.</p> <p><i>This is the default priority.</i></p>	<p>Problems that do not directly affect customer's productivity.</p> <p>Workaround available.</p>

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

Urgency	<p>DDS public website down; Entire domain down; Security Breach.</p>	<p>Transmission of corrupted data; Incidents that can result to financial suffer prejudice of the Commission or other parties; Notifications of unscheduled unavailability.</p>	<p>One application or one server down; Major functions of the managed configuration items do not work as specified; Hot fix issues in PSAT/SAT; Incidents occurring within Mode 2 CT campaigns</p>	<p>Inquiries on technical, applicative or business aspects of the managed configuration items and associated documentation; Minor functions of the managed configuration items do not work as specified but this doesn't prevent the end users or the NAs of using them; Non Blocking issues on the Configuration Items; Issues with SAT/PRE-SAT; Messages rejected between countries;</p>
----------------	--	--	---	---

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

The associated priority may be derived from the following table:

Priority Matrix		IMPACT			
		Critical	High	Medium	Low
URGENCY	Critical	P1 - Critical	P1 - Critical	P2 - High	P2 - High
	High	P1 - Critical	P2 - High	P2 - High	P2 - High
	Medium	P2 - High	P2 - High	P3 - Medium	P3 - Medium
	Low	P2 - High	P2 - High	P3 - Medium	P4 - Low

Table 4-1 - Priority levels based on impact and urgency

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

4.7 Incident Ticket Priority Changing

4.7.1 Priority Changes

The CUST-DEV2 Service Delivery Leads can request ITSM/DG TAXUD to re-grade (and resubmit) a Ticket due to an incorrect assignment of an Incident Priority Status. This could mean upgrading or downgrading an Incident Priority.

In the event of a request to re-grade a Ticket, it is necessary to supply extra information or details to help explain the choice of Incident Priority. CUST-DEV2 Service Delivery Team will send an email to the ITSM Service Desk Manager:

- To explain the reason for the re-grading request;
- Notifying the ITSM Service Desk Manager of the deadline for reception of any supporting information;
- Please note: During this period the Incident Ticket will be put 'on hold'.

If the CUST-DEV2 Service Desk does not receive this information within a pre-agreed timeframe of the first notification, then the Ticket can be re-graded directly by the CUST-DEV2 Service Desk Team Lead or, if necessary, the Ticket may be cancelled.

If ITSM / DG TAXUD disagree with the re-grading request and reason, then the matter is escalated to the DG TAXUD Service Manager and CUST-DEV2 Service Delivery Leads for a final decision.

In all cases: DG TAXUD will be informed of the re-grading and will be kept in copy of all interactions between CUST-DEV2 and the other contractors.

4.7.2 Specific Incident Ticket Downgrading

If a Priority 1 Incident is received by CUST-DEV2, it is possible for it to be downgraded after it has been validated by the ITSM Service Desk Lead (or automatically if no timely response has been received).

The process to downgrade Incidents is as follows:

The CUST-DEV2 Service Desk must notify the ITSM Service Desk Manager and DG TAXUD by phone call and by email notification and add information of that notification within the ticket.

If the downgrade was accepted the penalties associated to a breach of Service Levels for Priority 1 won't be applied. This will need to be shown via the monthly progress reports.

- CUST-DEV2 and ITSM / DG TAXUD agree jointly whether the downgraded priority is applicable;
- If no answer from the ITSM Service Desk Manager or representative after 2 hours, CUST-DEV2 will assume that this Ticket can be downgraded.

Note: If downgrading is not accepted, escalation must take place between the Service Delivery Lead (CUST-DEV2) and the Service Manager (ITSM/DG TAXUD) and a decision must be reached between them and communicated down to the support teams.

CUST-DEV2	REF: [REMOVED]
INCIDENT MANAGEMENT	
INCIDENT MANAGEMENT PROCESS	

In all cases: DG TAXUD will be informed of the downgrading and will be kept in copy of all interactions between CUST-DEV2 and the other contractors.