reThink Project
At UAB IT, we are rethinking how we serve our customers and how we approach our work. We have launched an organization-wide project to incorporate standard processes and IT service management procedures into our organization.

 INCIDENT Definition:
An incident is an unplanned interruption to an IT service.

 Process owner:
David Yother

 Process manager:
Ken Pruitt

 Incident core team:
Keith Johnson, Skip Peckham, Sterling Griffin, Wanda Franklin, Scott Fendley, Cheryl Pledger, Brandon Moon

 What does it mean for you?
• The incident process is the first of many processes that will lead to a “central door” for IT services.
• Developing the incident process will also help build a knowledge base that will help with incident resolution.
• Everyone in UAB IT should be familiar with the process as they may create or resolve incidents.

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Members of UAB IT’s core team for the incident process took a major step toward the ultimate goal of the reThink project in January, mapping out the incident process which will serve as a foundation for all incidents.

“The goal is ultimately to provide a ‘central door’ into IT for all services, in an effort to be more customer focused and customer friendly,” said David Yother, director of Enterprise Technology Services and the owner of the incident process. “Incident will be the first of many processes to move to that ‘central door’ model.’

After a series of meetings last month, UAB IT’s ITSM incident process team developed a documented incident process which will be the foundation for all incidents once the new ITSM tool — ServiceNow — is
**ITSM core team**
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Skip Peckham
Rajesh Pillai
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Scott Sorenson
Heather White
David Yothen

**Links of interest**
**ServiceNow**
ITSM tool
servicenow.com

**Navvia**
Process design partner
navvia.com

**Cloud Sherpas**
Implementation partner
cloudsherpas.com

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**ITIL glossary**

**Process**
/prä-ses/
A structured set of activities designed to accomplish a specific objective.

UAB IT has taken on its first major task in the ITSM project — defining the incident process. But what is a **PROCESS**?

In ITIL language, a process is a “structured set of activities designed to accomplish a specific objective.”

A process takes one or more defined inputs and turns them into defined outputs.

Defining inputs, outputs and activities in a process model helps an organization gain efficiency and effectiveness. That effectiveness increases through measurement and management of the activities.

A process model:
- Consists of structured activities aimed at achieving a set of objectives
- Takes one or more inputs and produces defined outputs which are driven by the objectives and include measurements, reports and process improvement
- Is triggered by one or more events
- Includes the roles, responsibilities, tools and management controls necessary to reliably deliver the desired outputs
- Must be documented and controlled in order to be repeatable and manageable
- Requires resources and capabilities to manage it
- Must have a process owner — the person responsible for its success
- Must conform to operational norms that have been derived from business objectives
- May also define or revise policies, standards, guidelines, activities, processes, procedures and work instructions if they are needed.

**PROCESS ≠ PROCEDURE**

A **process** focuses on the **what** and the **who**
- Technology independent
- Cross-functional
- Business focus
- Results driven
- Measurable

A **procedure** focuses on the **how**
- Technology specific
- Departmental
- Task focus
- Provides ‘work instructions’

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implemented.

In IT service management language, an incident is an unplanned interruption to an IT service. The incident process will guide IT employees through the steps needed to handle such incidents.

The incident process will also help build a knowledge base. “As we enter and resolve more incidents, over time, we will build a Knowledge Base that will aid the Help Desk with incident resolution without the need for escalation,” said Ken Pruitt, incident process manager.

Further meetings will create an incident model for different kinds of incidents, but each will follow the structure of the incident process. Cloud Sherpas, UAB’s implementation partner for ServiceNow, will be on campus later this month to start implementing the new incident process into the tool.

More information about the incident process will be shared in upcoming staff meetings as well as other methods. The tentative go-live date for the incident process is June, Yothen said.