

Service:		Original Release:	
		Last Review:	

Purpose

This document describes the ITS Standard Production Support Plan. Service-specific details are defined in the appendix. Changes to this plan are not permitted unless negotiated and approved by signers referenced at the end of this document.

Scope

This plan defines roles and expectations for operation of all ITS provided services. Production support needs that extend beyond the levels described here must be negotiated, approved, and detailed as exceptions in the provided template and attached to the plan. This document is not intended to define internal team procedures.

Support Overview/Key Points:

- All ITS services are supported using the tiered service model where tier 1 and 2 reside at the Service Center and tier 3 are the subject matter experts,
- Support groups are configured in ITSM which is the ITS support tool of choice,
- Incident, problem, change, availability, capacity, release, and knowledge management processes will be utilised by all support teams and are defined at the organizational level,

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- Monitoring events will follow established ITS processes and procedures to ensure integrations with production support activities.
- The significant incident process will be utilised by all services covered under this plan,
- Service releases and/or changes will utilise the ITS Release Calendar and ITS Service Status Page, as well as defined ITS communication standards,
- The Service Restoration Template must be completed as part of the production support planning effort,
- The Production Support Plan is defined as part of the turnover to operations process executed by the Service Transition Team,
- All new services or significant service changes must complete and participate in Early Life Support (see appendix), which is the first phase of production support when a service is turned over to a operational state,
- The ITS Service Center functions as the Single Point of Contact (SPOC) for all ITS services,
- Managers or lead roles associated with support groups are required to keep team information current in all supporting tools. Examples include the On Call/Call Back Schedule and ITSM support groups,
- All services are required to complete the service-specific template that is part of the production support planning effort.

Standard Plan Overview

Event/Request	First Contact Support Group	Standard Business Hours	Contact Channels	After Hours Support Group	Escalation Path	Tool/Module Utilised
Service Restoration (Break Fix)	Service Center Tier 1	<u>Current Published Service Center Hours</u>	Phone E-mail Self-Entry	Data Center Operations	Service Center Tier 2 Tier 3 Support Group Tier 4 Vendor	ITSM/Incident Management Knowledgebase
Event Monitoring	Data Center Operations	24 x 7	Automated Alert	Varies	Data Center Tier 1 Direct Event Notification Tier 3 Support Group Tier 4 Vendor	ITSM/Incident OCCB Knowledge Base
Service Request	Service Center	Current Published	Phone	N/A	Service Center	ITSM/Incident

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(Enhancement/Training)	Tier 1	Service Center Hours	E-mail Self-Entry		Tier 2 Tier 3 Support Group Tier 4 Vendor	Management
Service Order	Service Center Tier 1	Current Published Service Center Hours	Phone E-mail Self-Entry	N/A	Tier 3 Support Group	ITSM/Incident Management
Access Request	Service Center Tier 1	Current Published Service Center Hours	Phone E-mail Self-Entry	Data Center Operations (Password Resets Only)	Service Center Tier 2 Tier 3 Support Group	
Account Request	Service Center Tier 1	Current Published Service Center Hours	Phone E-mail Self-Entry	N/A	Service Center Tier 2 Tier 3 Support Group	
Teaching and Learning (CTools, SiteMaker)	Service Center Tier 1	Current Published Service Center	Phone E-mail	N/A	Tier 3 Support Group	ITSM/Project Specific

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		Hours	Self-Entry		Tier 4 Vendor	
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Event/Request	First Contact Support Group	Standard Business Hours	Contact Channels	After Hours Support Group	Escalation Path	Tool/Module Utilised
Application Migration	Migrations and Scheduling	M-F 7:30 AM - 5:30 PM	Phone E-mail Self-Entry	Data Center	N/A	Release Calendar
Batch Scheduling	Migrations and Scheduling	M-F 7:30 AM - 5:30 PM	Phone E-mail Self-Entry	Data Center	N/A	STAT!
Change Request	Tier 3 Service Support Team					ITSM/Change Management
Monitoring Event	Data Center Operations	24 x 7				Unicenter, SCOM, Custom ITSM/Incident Management
Reporting	Service Manager	On Demand				Various

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Release Scheduling	Change Manager					ITSM/Change Management Release Calendar
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Sign-Off and Approval

Electronic signature or notification of acceptance is a valid "signature."

Name	Role	Signature	Date
	Business or Service Owner		
	Service Manager		
	Service Center Manager <i>(on behalf of Access and Accounts, Migrations and Scheduling, Service Desk)</i>		
	ITS Comm Business Services Unit		
	Operations Manager <i>(on behalf of ITS Data Centers, Network Operations Center)</i>		

References

Cross-Referenced Resources	
Reference	Description
ITS Service Management Service Level Expectation (SLE)	The Service Level Expectation (SLE) is an agreement style of document completed as part of the Service Level Management Process. The effort leverages the information in the Service Definition as its starting point and is a collaborative effort between IT and the customers to define the expected service levels for a particular service. Refer to the ITS Service Management Service Level Expectations document for standard requirements and expectations for handling Service Restoration, Service Requests, and Infrastructure Events for ITS production services.
Service Center Support Model	This document contains the process of identifying, modeling, and documenting how support requests circulate through the Service Center.
IT Service Management Architecture	IT Service Management is a set of support processes that work together in managing our services. They help us address items like system changes, problem investigations,

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<p>http://www.mais.umich.edu/methodology/service-management/index.html</p>	<p>incidents, end user questions, and knowledge management in a consistent and repeatable way. This methodology defines required processes and tool to be utilised by all ITS Services.</p>
<p>Significant Incident Process https://backstage.its.umich.edu/policies/business/</p>	<p>An Incident that has significant impact on university operations by bringing a business process or service to a complete or potential stop.</p>
<p>Online Access Request System (OARS) http://www.mais.umich.edu/access/accessprocess.html</p>	<p>The Online Access Request System (OARS) is a Web-based process for requesting access to administrative data in the following ITS-managed systems and applications: M-Pathways, U-M Data Warehouse, and WebNow/ImageNow.</p>

Appendix A: Service Specific Details for <Service Name>

Event/Request	First Contact Support Group	Contact Channels	Escalation/After Hours Support Groups	Description
Service Restoration (Break Fix)	Service Center Tier 1	Phone E-mail Self-Entry		
Service Request (Enhancement/Training)	Service Center Tier 1	Phone E-mail Self-Entry		

Service Order	Service Center Tier 1	Phone E-mail Self-Entry		
Access Request	Service Center Tier 1	Phone E-mail Self-Entry		
Account Request	Service Center Tier 1	Phone E-mail Self-Entry		
Unplanned Outage	Service Center Tier 1	Phone E-mail Self-Entry		
Teaching and Learning (CTools, SiteMaker)	Service Center Tier 1	Phone E-mail Self-Entry		

Event/Request	First Contact Support Group	Contact Channels	Escalation/After Hours Support Groups	Description
Application Migration	Migrations and Scheduling			<i>(include link to defined migration flow)</i>
Batch Scheduling	Migrations and Scheduling			<i>(include link to defined scheduling flow)</i>
Change Request				
Monitoring Event	Data Center Operations			
Reporting	Service Manager			
Release Scheduling				