

## Assignment Notification

When an Incident ticket is created in ITSM, an assignment message is sent to the selected assignee. If the support group does not have an on-call schedule and no assignee is selected, the assignment email will be sent to the entire support group (either through a defined email distribution list or to all members of the support group). When the assignment message is sent to a specific member of a support group, it will be sent to their email address and mobile device (if configured in Remedy). Below are examples of the assignment email and text messages.

### Sample Assignment Messages

<b>Assignment</b>	<b>Email to assignee</b>	<b>Text message to assignee</b>
	<p style="text-align: center;"><b>Incident Assignment Notification</b></p> <p><b>Request Details:</b></p> <p>&lt;assignee name&gt; Remedy Incident <a href="#">INC000000042927</a> with High Priority has been assigned to you. Customer: Amy Cash Phone: 434-465-7996 Site: 2211 Hydraulic Rd Room: Department: Administration Summary: Needs assistance with Epic Care Link setup. Please call user, this is an urgent need. Asset Note: Notes:</p> <p style="text-align: center;"><a href="#">Acknowledge</a></p>	<p>Remedy Incident INC000000042927 has been assigned to you. Priority High Acknowledge: <a href="http://itsminc.hscs.virginia.edu/">http://itsminc.hscs.virginia.edu/</a> Customer: Amy Cash, 434-465-7996, 2211 Hydraulic Rd, , Administration, - Needs assistance with Epic Care Link setup. Please call user,</p>

## Escalation Process

Escalation processes have been created to ensure that work begins on assigned tickets and that tickets are resolved within a reasonable time period. Response targets identify the amount of time allowed before the assigned staff start working on a ticket. Response targets are the same for all support groups but also incorporate the defined business hours of the support group to determine escalation timing for Medium tickets. The PCS support group has different Resolution targets than all other support groups.

The response escalation process sends a reminder to the assignee halfway through the target timeframe. It also notifies the support the group supervisor and helpdesk when the ticket has not been responded to within the target timeframe so that they can follow up and reassign if needed. Additional escalation is sent if the ticket has not been responded to per the table below.

No response or resolution escalation is in place for Low priority incidents.

### Escalation Rules Pattern

Priority	Target Type Response - target is met when ticket is "In Progress" Resolution - target is met when ticket is "Resolved"	Goal	Email and text/page Assignee	Email and text/page Support Group Supervisor	Email and text/page Support Group Manager	Notify Helpdesk	Use Business Hours?
High	Response	30 Minutes	50% 100% 150% 200%	100%	150%	100%	No
Medium	Response	60 Minutes	50% 100% 150% 200%	100%		100%	Yes
Medium/High	Resolution	7 Days			100%		No

Medium (PCS groups)	Resolution	8 Hours	75%			Yes
High (PCS Groups)	Resolution	2 Hours	75%	100%		No

### Stopping Escalation

Escalations will continue until the expected update is made to the ticket.

Assignee setting status to **In Progress** stops Response escalation.

Assignee setting status to **Resolved** stops Resolution escalation.

### Sample Escalation Messages

<b>Escalation</b>	<p><b>Email to assignee</b></p> <p><b>Subject:</b> INC000000042927 High Priority Incident Not Acknowledged!(1st Notice) - Needs assistance with Epic Care Link setup. Please call user, this is an urgent need.</p> <p><b>Incident Assignment Notification</b></p> <p><b>Request Details:</b></p> <p>&lt;assignee name&gt; Remedy Incident <a href="#">INC000000042927</a> with High Priority has been assigned to you. Customer: Amy Cash Phone: 434-465-7996 Site: 2211 Hydraulic Rd Room: Department: Administration Summary: Needs assistance with Epic Care Link setup. Please call user, this is an urgent need. Asset Note: Notes:</p> <p><a href="#">Acknowledge</a></p>	<p><b>Text sent to managers mobile device at 100% of SLA Response time</b></p> <p>INC000000042927 High Priority Incident Not Acknowledged! (2nd Notice) Acknowledge: <a href="http://itsminc.hscs.virginia.edu/">http://itsminc.hscs.virginia.edu/</a> , Assignee: &lt;assignee name&gt; User: Amy Cash, Phone: 434-465-7996, Site/Room: 2211 Hydraulic Rd/ Submitted: 4/25/2017 12:19:29 PM, Priority: H</p>
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### SLM Status

Users can see the actual time escalations will be sent for an incident by clicking on the SLM Status button on the left hand side of the ITSM Incident Console. The top section, Service Targets, will show both Response and Resolution targets along with the target hours, Due Date/Time and Status. The bottom section, Milestones for Service Target, shows the date/time that escalation emails will be sent.

**Related Service Targets**

INC000000054041

Next Target Date: 5/5/2017 9:13:08 AM

Service Targets

SVT Title	Goal	Hours	Min	Cost Per Min	Due Date/Time	Prog...
INC Response - Medium	Incident Respon	1.00	0.00	0.00 USD	4/28/2017 10:13:08 AM	Met
INC Resolution - Standard	Incident Resoluti	168.00	0.00	0.00 USD	5/5/2017 9:13:08 AM	In Proc

Milestones for Service Target

Title	Execution Time	Status
Incident 200% Milestone	4/28/2017 11:13:08 AM	Actions Not Executed
Incident 150% Milestone	4/28/2017 10:43:08 AM	Actions Not Executed
Incident 100% Milestone	4/28/2017 10:13:08 AM	Actions Not Executed
Incident 50% Milestone	4/28/2017 9:43:08 AM	Actions Not Executed