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

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Email to assignee</th>
<th>Text message to assignee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remedy Incident INC000000042927 has been assigned to you. Priority High</td>
<td>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,</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Target Type</th>
<th>Goal</th>
<th>Email and text/page</th>
<th>Email and text/page</th>
<th>Email and text/page</th>
<th>Notify Helpdesk</th>
<th>Use Business Hours?</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>Response</td>
<td>30 Min</td>
<td>50% 100% 150% 200%</td>
<td>100%</td>
<td>150%</td>
<td>100%</td>
<td>No</td>
</tr>
<tr>
<td>Medium</td>
<td>Response</td>
<td>60 Min</td>
<td>50% 100% 150% 200%</td>
<td>100%</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Medium/High</td>
<td>Resolution</td>
<td>7 Days</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>
### Escalation Levels

| 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

**Email to assignee**

**Subject:** INC0000000042927 High Priority Incident Not Acknowledged! (1st Notice) - Needs assistance with Epic Care Link setup. Please call user, this is an urgent need.

**Request Details:**

- **assignee name**
- Remedy Incident: INC0000000042927 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:

**Acknowledge**

**Text sent to managers mobile device at 100% of SLA Response time**

INC0000000042927 High Priority Incident Not Acknowledged! (2nd Notice)

Acknowledge: http://itsminc.hscs.virginia.edu/

Assignee: <assignee name> User: Amy Cash,
Phone: 434-465-7996, Site/Room: 2211 Hydraulic Rd/

### 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.