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1. Document

1.1. Control

This document is controlled and maintained according to the documentation standards and procedures of Timico. All requests for changes to the document should be sent to the document owner(s). Any new issues will be sent to the recipients as defined within the distribution list maintained by the document owner(s). Requests for additional copies of this document should be sent to the document owner(s) to ensure that alterations or amendments to the distribution list are properly controlled.

1.2. Version control

Version	Description	Editor	Date
1.0	Creation of the document	Head of NOC	17/02/14
1.1	Modification to reflect new operations structure and additional requirements around updates	Head of NOC	07/07/14
1.2	Annual review and full update to process	Quality Manager	01/03/16
1.3	Minor updates	Quality Manager	13/05/16
1.4	Addition of war room section	Quality Manager	27/07/16
1.5	Minor updates and addition of retrospective alerts	Quality Manager	24/09/16
1.6	Updates to communication details	Quality Manager	10/11/16
2.0	Re-write of policy	Quality Manager	10/04/2017

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1.3. Review period

This document shall be reviewed at least annually to ensure that the document remains relevant. Any changes will be recorded in the version history above.

2. Document purpose

This document outlines the major incident management policy expected to be adhered to by all employees Timico involved during a major incident.

3. Definition

A major incident is mid-way between a normal incident and a disaster, where a disaster recovery plan would typically be invoked (especially where there is the possibility of public or commercial impact to Timico or the customer).

A major incident can be categorised by each of the following statements:

- When a single event results in total service failure for a number of customers or services.
- When a key customer has a total loss or failure of a service at either a critical location, multiple locations, or around a critical time in their business calendar.
- Any incidents deemed a major incident by a member of the Timico management team.
- The cost to customers and/or Timico is or will be substantial, both in terms of direct and indirect costs (including consequential loss).
- The reputation of Timico is likely to be damaged.

  AND

- The amount of effort and/or time required to manage and resolve the incident is likely to be large.
  It is very likely that agreed service levels will be breached.

An urgent incident that falls outside of the criteria above would not normally be classified as a major incident, especially if the incident has a documented workaround or can be fixed straightaway.

The owner of this policy is of the Timico Chief Operating Officer.

4. Functions and responsibilities

Functions	Description
Major Incident Manager	Responsible for ensuring all the roles in the major incident team (where applicable) are filled managing the Major Incident team.
Technical Lead	Responsible for managing the engineers working on the technical resolution of the major incident.
SLA Manager	Responsible for the communications during a major incident, both internally and externally, capturing decision points and the timeline of activity.
Change Manager	Responsible for ensuring the change management policy is followed.
Problem Manager	Responsible for ensuring the details of the service improvement opportunities are followed up within the agreed time frames as detailed in the root cause analyses (RCA).
Disaster Recovery Manager	Informed of all major incidents and provides advice on the relevant disaster recovery plans.

These functions may be filled by single or multiple people.

5. Communications

Major incident management communication is to notify the customer and internal stakeholders that a service or services are down or degraded.

This should include the service or services impacted, any workarounds which are in place, and where possible, when will a service be available again. This is important to allow the customer to make business decisions during a major incident to maximise their resources.

This can also allow customers to perform internal communication, provide business direction, and let some of the work force take a break or leave early if applicable.

Customer focused incident management communication should include: –

- Service name
- Status (available, degraded, or unavailable)
- Incident Number
- Incident Reported by
- Issue reported
- Service Impacted
- How many users are impacted
- Incident start time
- Any work arounds in place
- Time of next update
- Contact details for fruther information

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During a major incident, we should look to issue updates at least every hour or at an appropriate time interval (agreed with the customer, SLA manager or major incident manager) until the major incident is resolved.

5.1. Communication methods

Communication methods with our customers and internal stake holders could include: -

- Telephone Calls
- Email
- Incoming call announcements
- SMS
- Social Media

6. Resolution

Once a major incident has been resolved the SLA Manager will aim to issue an interim Root Cause Analysis (RCA) within 1 standard business day and a full report within 5 standard business days, subject to comprehensive information being available.

The RCA report should include the following: -

- Service name
- Incident Number
- Date of RCA report
- RCA report prepared by
- Issue reported
- Service Impacted
- Incident Reported by
- How many users are impacted
- Incident start time
- Incident resolution time
- Impact duration
- Incident timeline
- Root cause summary
- Remedial actions to prevent re-occurence
- Problem reference(s)

Any remedial actions identified should be logged as one or multiple problem records for ownership and resolution.

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