

BMC Software Consulting Services

Fermilab Computing Division

Incident Management Communication Plan

Client:	Fermilab
Date :	01/28/2009
Version :	1.0



GENERAL			
Description	This is the general communication plan for the implementation of Incident Management		
Purpose	To provide overall guidance as to how to communicate the implementation of Incident Management.		
Applicable to	This document applies to the initial roll-out of the Incident Management Process		
Supersedes	No previous version		
Document Owner	Computing Division Head	Owner Org	Computing Division
Effective Date	To be determined by the Project Manager	Revision Date	01-28-2009

VERSION HISTORY			
Version	Date	Author(s)	Change Summary
1.0	1-28-2009	David Whitten – Plexent LLP	Initial Document
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1.0 INTRODUCTION

This document describes a plan for communicating and marketing the Computing Division's new incident management tool and process to the end-user or requestors (external communication) and to the personnel in the Computing Division who will be using the tool to manage incidents (internal communication). Timelines in the plan are estimates based on a February 2009 roll out.

2.0 INTERNAL COMMUNICATION

Information on development of and use of the new incident management tool will need to begin almost immediately to Computing Division personnel for a February 2009 rollout to proceed smoothly. Communications will need to include training for all CD employees who will be managing tickets within the new system (experts in the current system). Methods of communication and a suggested timeline are:

CD Tracks: Begin with an initial announcement of the new tool with a link to the Remedy tool. The initial announcement should also mention that end-user Incident Management training classes will be scheduled prior to the release of the tool. The Communications and Outreach Group will write the article and include an interview with the Incident Manager and the Project Manager and if possible publish prior to the rollout of Incident Management.

Tutorials for incident assignees: These should start approximately 2 weeks before the roll out date. Whatever materials are used, an online version should be included. Possibly use Wink to develop a "video" based tutorial. Service Desk personnel should develop content for tutorials and conduct training.

CD Tracks: Update on rollout immediately following the rollout of the new tool and associated processes.

3.0 EXTERNAL COMMUNICATION

The end-user population for the Computing Division's helpdesk is large and geographically diverse. This needs to be taken into consideration as communications are planned. Communications need to include announcements of the new Incident Management processes and tool and tutorials to teach the requestors how to use the new tool. It is important that requestors understand how to define their incidents so tickets are routed appropriately. This will ensure a timely response as well as enable CD to get the benefit of the reporting and tracking features of the new tool. The tutorial content should be developed by Service Desk personnel. Tutorials can potentially be conducted by Office for Professional development and should be given to new employees and visitors even after the rollout is completed. Methods of communication and suggested timelines are:

General announcement of new tool/interface:

- Fermilab Today Article from Vicky White:

- OS administrator meetings: PC Managers, Unix Users, MAC Users:

- Scheduling meeting

- Collaboration meetings

- Reference on CD helpdesk web page

- Posters in Wilson Hall and other strategic areas such as elevators etc.

Tutorial: should be available online and referenced from the Helpdesk page.

- OS administrator meetings: PC Managers, Unix Users, MAC Users

- Brown Bag seminars: Recommend at least 3

- Targeted audiences: Administrative Assistants of Divisions and Sections

 - Desktop support personnel of Divisions and Sections

 - Computing Division requestors

 - User's office personnel

4.0 RELATIONSHIP TO OTHER DOCUMENTS

Document Name	Relationship
ITIL Related process documents	Terms and Definitions
ITIL Related procedures	Procedure
ITIL Glossary	Terms and definitions
[insert docdb locations here]	