



Incident management

If anything stops TfL's digital sites or services from working, or functionality provided by TfL Online is impaired, it is known as an incident. Incident management outlines the steps taken by TfL or our third party suppliers to restore operation to normal.

Audience

- Suppliers
- Stakeholders
- Developers
- Project and relationship managers
- Testing team

Background

TfL sites and services are kept running by internal and external support teams. These teams use a set of pre-defined processes based on Information Technology Infrastructure Library (ITIL) service management.

ITIL is the most widely adopted guidance for IT service management worldwide. It was created by experts who incorporated the learning experiences and practices of leading organisations, 'best-in-class' practitioners and IT service providers from around the world.

Outline

1. The ITIL definition of an incident is
An unplanned interruption to an IT service, or reduction in the quality of an IT service
2. The goal of incident management is to restore normal service as soon as possible
3. The steps involved in incident management are:

- **Incident identification**

Incidents are identified in a number of different ways.

They may be identified through:

- A user contacting TfL
- Technical monitoring tools which are used to check TfL Online is performing as expected
- Tools used to simulate use of TfL Online

- **Incident logging**

The time and date the incident is identified is logged in TfL Online's business systems

- **Incident prioritisation & categorisation**

The incident is prioritised on the basis of the impact of the incident on our digital sites and services. It is categorised on the basis of what specialist skills may be needed to resolve the incident

- **Initial diagnosis**

TfL Online service desk staff will undertake diagnosis of the incident. Often, the TfL Online service desk has the skills to resolve an incident.

- **Check Known error database & apply workaround**

TfL Online maintains a database of all past known errors and the associated workaround. Consulting this information can help the TfL Online service desk to rapidly resolve the incident

- **Functional escalation**

In the event the service desk is unable resolve an issue, it will be escalated to teams with in-depth specialist skills

- **Resolution and recovery**

When a solution is identified, it is applied and normal operation is restored

- **Close incident**

Once the affected site or service is operating as normal, the incident is logged as closed within TfL Online's business systems

Why we do this

Having an incident management process allows us to address shortfalls in expected performance in a controlled, consistent manner.

End users get consistent performance from the TfL website at the high level of service TfL is expected to provide.

Further reading

More information on ITIL can be found on the [ITIL website](#).

ITIL consists of five core publications:

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement

These are available through the ITIL website.

Type: Guideline
Owner: TfL Online Compliance
Department: TfL Online

Version History

Version	Date	Summary of changes
1.0	12/11/2013	First issue

Review History

Name	Title	Date	Comments
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