

CRISIS OPS

Version: [1.1]

Creator(s)

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EXECUTIVE SUMMARY

Key Benefits

- See at a glance the operational status of teams, assets, and critical tasks
- Communicate operational changes consistently with large groups of people
- Create, allocate and track mitigation tasks directly from the issue itself

1 DESCRIPTION

The solution enables an immediate overview of the operational status of teams, services, and tasks of any business unit. During a crisis situation such as a pandemic impacting the availability of personnel and resources, both in-house as well from suppliers, the solution helps to coordinating responsibilities and critical tasks.

OPERATIONS STATUS	NAME	ISSUE STATUS	PRIORITY	RELATED ISSUE	RELATED CUSTOMER
1	IT support group personnel status	01. New	2 High		
2	Video conference capacity problems	05. Done	1 Critical		Efecte AB
3	Load balancer performance	02. Assigned	3 Medium	Servers	
4	Delay in hardware delivery from supplier	03. Work in progress	not applicable	Business IT Services Server Maintenance	Efecte Business IT Department
5	3th party support for software ERP out of use until 13.4.2020	02. Assigned	2 High	ERP applications	Efecte Finland Oy
6	VPN connections	03. Work in progress	not applicable	Main Server Room (UDS)	Agnar Web Development Andersson Data Recovery Canon Oy
7	Local support in remote office Oulu not available	01. New	3 Medium		Efecte Ptc
8	Logistics personnel status	03. Work in progress	not applicable		
9	Delay in our service desk	01. New	2 High	IT Support - Finland	

Business managers can create individual records for each critical resource such as personnel, team, service and asset and follow the operational status based on a traffic light indicator. Critical processes such as change management, alarm monitoring, and deployment management can also be tracked in the Crisis Ops solution as a relationship.

The solution records both operational as well business owners of each critical issue. Responsibilities can also be recorded according to a RACI Matrix. Recording of substitutes and substitutes of substitutes helps to quickly overcome disruptions caused by impacted personnel of a pandemic.

The solution triggers automatically notifications to the relevant stakeholders whenever the status of an issue changes from "Normal Operations" to anything else. This enables fast mitigation to return to the desired state as soon as possible without delays due to lack of clarity and communication. Business managers can create tasks in order to track and audit the completion of mitigation activities.

The solution will record all changes to records in a history log file. The solution can also log all views for audit purposes.

Issues that are monitored in the Crisis Ops solution can be categorised according to a unit affected such as IT, HR, Finance, or Production.

The screenshot shows a detailed view of an issue in the Efecte system. The issue is titled "Level 1 Service Desk Team Availability" and is categorized under "Operations status: Operation teams". The interface is divided into several sections:

- General:** Name: Level 1 Service Desk Team Availability. Description: This record traces the availability of the Global Level 1 Service Desk team availability. At least, 50% of team strength must be available and not impacted by COVID-19 virus to be considered available. Issue status: 03. Work in progress.
- Operations status:** Operations status: 02. Minor challenges.
- Related issues:** A section for linking related issues.
- Responsibilities:** Lists roles and assigned personnel: Responsible (Schmidt Peter), Responsible - substitute (Raita Mikko, Koivukoski Aki), Accountable (Heikkinen Niklas), Consulted (Aboly Mary), Informed (Forsberg Anne), and Support group (Global 24/7 IT Support).
- Task management:** A table of tasks:

TASK SUBJECT	SUPPORT GROUP	SUPPORT PERSON	STATUS	NEXT TASKS	TASK ID
Update vacation lists	Global 24/7 IT Support	Bell Marion	1 - Assigned		OPS-TASK-8
Update competence plan	Global 24/7 IT Support	Sundsberg Anna	1 - Assigned		OPS-TASK-9
- Priority and categorization:** Deadline: 24.03.2020 07:52. Impact: 1. High. Urgency: 2. Medium. Priority: 2 High. Category: IT.
- Communication:** A section for messages.
- General information:** Efecte ID: OPS-000018. Created: 23.03.2020 07:52. Updated: 23.03.2020 08:05. Creator: Administrator Demo. Latest update by: Administrator Demo.

1.1 See at a glance the operational status

Crisis situations cause disruptions and uncertainties at an unprecedented speed. Business managers must be able to monitor critical issues of different natures at a glance. Issues that need to be followed closely during a pandemic might be service availability, change implementation progress, team availability, supplier performance or asset availability. In an traditional ITSM solution, these different issues can be tracked on dashboard and Kanban boards inside of the related process. During crisis operations however, Business managers must be able to see at a glance a selected set of operational performances ranging from people to processes in a single view.

The screenshot shows a Kanban board titled "02. Operations status kanban" in the Efecte system. The board is organized into five columns representing different operational states:

- 01. New (3):**
 - OPS-000004: IT support group personnel status (05. Critical Challenges, Ahonen Karri)
 - OPS-000001: Delay in our service desk (01. Normal Operation, Ahonen Karri)
 - OPS-000012: Local support in remote office Oulu not available (03. Intermediate Challenges, Efecte User2)
- 02. Assigned (2):**
 - OPS-000002: Load balancer performance (05. Critical Challenges, Ahonen Karri)
 - OPS-000016: 3th party support for software ERP out of use ... (04. Severe Challenges, James)
- 03. Work in progress (3):**
 - 000000: VPN connections (04. Severe Challenges, Administrator Audit)
 - OPS-000007: Logistics personnel status (02. Minor Challenges, Ahonen Karri)
 - OPS-000015: Delay in hardware delivery from supplier (04. Severe Challenges, Efecte Admin)
- 04. Pending (0):** Empty column.
- 05. Done (1):**
 - OPS-000017: Video conference capacity problems (05. Critical Challenges, Baumann Annike)

1.2 Communicate operational changes consistently

The Crisis Ops solution gives a large audience an up to date view on what is critical and what needs to be mitigated. Changes in the operational status will alert all listed stakeholders of the particular issue by email. An enhancement can be done to involve stakeholders by SMS. By doing notifications in such a consistent nature, information can be distributed as transparent as only possible.

1.3 Task creation and allocation

When the operational performance is being at risk or has already failed, then quick actions are required during a crisis. Relying on mitigation tasks to be completed is okay but knowing the exact status of the mitigation tasks is even better. The solution allows to create tasks that are linked back to the issue with one click. The task can then be allocated by default to the operational owner which then can reassign it to another person known in the Efecte solution.

2 PRE-REQUIRMENTS AND INCLUDED MATERIALS

2.1 Pre-Requirements of Solution

The use of this solution requires the use of Efecte 2019.4 release or newer. You should have root administration permissions in order to import and activate the templates and folders.

The administrator should create a dedicated folder for the data cards of the Crisis Ops template with limited write access rights but extensive read access rights for maximum transparency depending on the customer's organization and Efecte platform setup.

2.2 Included Materials

The community solution includes the templates required for running Crisis Ops including the expressions for the traffic light statuses and handlers for automatic email notification sending.

3 IMPROVEMENTS FROM PREVIOUS VERSIONS

Improvers Name, Company, Previous Version	Description of Improvement	Pre-Requirements of up-date	Link to the Previous Version on the Community