



# Zift CMM Incident Management

Zift Solutions, Inc.

Version 1.0

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[www.ziftsolutions.com](http://www.ziftsolutions.com)

## Revision History

Version	Date	Revision Author	Summary of Changes
1.0	28 May 2018		Annual review of content
2.0			

## Distribution

Name	Title
Confluence	IT Security and Compliance Centre <a href="https://ziftsolutions.atlassian.net/wiki/spaces/Security/pages">https://ziftsolutions.atlassian.net/wiki/spaces/Security/pages</a>

## Approval

Name	Position	Signature	Date
Ches Spencer	Zift Solutions, Director of Support		28 May 2018

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## DISTRIBUTION

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## OVERVIEW

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The main goal of the incident management process is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations. The Service Desk as the first point of contact for users and is the owner of the incident management process. The main objective of the Service Desk is to facilitate the restoration of normal operational service with minimal business impact on the client and within agreed service levels and business priorities.

## DEFINITION OF AN INCIDENT

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An unplanned interruption or a reduction in the quality of the Zift platform/service. An incident can originate in any of the following ways:

1. From a situation experienced by a user (supplier or partner) and reported to the Service Desk via email ([support@ziftsolutions.com](mailto:support@ziftsolutions.com)), phone, or chat.
2. From a situation experienced by a user (supplier or partner) and reported to a Channel Success Manager (CSM) or Channel Engagement Manager (CEM).
3. From a situation experienced by an internal Zift team member and reported to the Service Desk via email ([support@ziftsolutions.com](mailto:support@ziftsolutions.com)).

## INCIDENT MANAGEMENT

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Incidents are classified based on two aspects, category and priority.

### *Incident Categorization*

The category of an incident relates to the area and/or topic causing the incident to occur. Incident categories are established to:

- Assist with the correct assignment of incidents
- Facilitate reporting on the incident and problem management process
- Identify priority areas for targeting future proactive problem management

### *Incident Prioritization*

Priority of an incident relates to the severity of the incident. The priority of an incident is determined by the following criteria:

- The impact of the incident on the business is determined by the number of clients or importance of system affected. The hierarchical position of the client is included in this variable.
- The urgency or how severely the client’s work process is affected influences the timeframe that is required to resolve the incident.

## INCIDENT PRIORITIZATION

Incidents will be assigned with an impact value. The key factor in measuring impact is the impact the incident has on the Zift platform. Each incident will be reviewed on a case-by-case basis with appropriate impact assessment and approval based on the criteria in the table below.

Value	Description
<b>1 - All Users</b>	All Zift CMM user base is affected.
<b>2 - Multiple Suppliers</b>	More than one supplier is affected.
<b>3 - Multiple Users from a Single Supplier</b>	Users can be partners, agencies, or other roles accessing a specific supplier subscription.
<b>4 - Individual Partner</b>	Users from a single partner account are affected.

Incidents will be assigned with an urgency category. The key factor in measuring urgency is how severely the user’s work process is affected. This influences the timeframe that is required to resolve the incident. Each incident will be reviewed on a case-by-case basis with appropriate severity assessment and approval based on the criteria in the table below.

Value	Description
<b>1 - Work Blocked</b>	Process stopped; user(s) cannot work
<b>2 - Work Degraded</b>	Process affected; user work quality affected; minor functionality unavailable
<b>3 - Work Degraded and workaround provided</b>	Process affected, but reasonable work-around provided to improve work quality and/or loss of minor functionality; degradation creates distrust with the platform
<b>4 - Work not Affected</b>	Process not affected; user can continue using the functionality

The matrix shown below determines the priority of an incident.

		Impact			
		All Users	Multiple Users	Multiple Users from a Single Supplier	Individual User
Urgency	1 - Work Blocked	0	1	1	2
	2 - Work Degraded	1	2	3	3
	3 - Work Degraded and work-around provided	2	3	3	3
	4 - Work not Affected	4	4	X	X

## SERVICE LEVEL AGREEMENTS

Incident Priority	Description	Target Resolution Time	User Update Frequency
P0 - Critical Outage	Complete system outage of one or more of the Zift applications.	One business hour	Incident status, updates and resolution to be posted on our status page.
P1 - Urgent	Inability to access the Zift platform or use one of its core functions such as campaign execution, lead distribution, content syndication, etc.	One business day	User(s) will be updated via email as incident status changes and a resolution is completed.
P2 - High	Business process affected; user work quality affected or minor functionality unavailable.	15 business days	User(s) will be updated via email as incident status changes and a resolution is completed.
P3 - Medium	Business process affected, but a reasonable workaround is provided to improve work quality and/or loss of minor functionality.	25 business days	User(s) will be updated via email as incident status changes and a resolution is completed.
P4 - Low	Minor issue that does not adversely impact a user's business process or function, is a cosmetic issue or an inconvenience.	45 business days	User (s) will be updated via email as incident status changes and a resolution is completed.
Px - Discretion	Minor issue that does not adversely impact a user's business process or function, is a cosmetic issue or an inconvenience and occurs within a less available feature.	Discretion	User(s) will be informed that the issue has been recorded for resolution at an unspecified date in the future.