EFFECTIVE DATE

(09-02-2016)

PURPOSE

(1)   This obsoletes IRM 2.14.2, Information Technology Asset Management Enterprise Incident Management Standards (previously titled Information Technology Asset Management Enterprise Problem Management Standards (EPM).

MATERIAL CHANGES

(1)   The material in IRM 2.14.2, Information Technology Asset Management Enterprise Incident Management Standards (previously titled Information Technology Asset Management Enterprise Problem Management Standards (EPM) is obsolete because it is being replaced by several sections under new IRM Chapter 2.148, IT Support Services Management.

EFFECT ON OTHER DOCUMENTS

IRM 2.14.2, Information Technology Asset Management Enterprise Incident Management Standards (previously titled Information Technology Asset Management Enterprise Problem Management Standards (EPM) dated 03–17–2010, is obsolete as of April 18, 2016.

AUDIENCE

IRM 2.14.2 establishes uniform Enterprise Incident Management standards for requesting IT support and requests for services through the Enterprise Service Desk (ESD). The IRM also defines the standard Incident Management processes and procedures for recording (open, update, resolve, close), tracking, monitoring and escalating Incidents or Request for Services through it's life-cycle via a single Enterprise Incident Management tool/database. The IRM will be used by anyone who has the responsibility of providing service and support to IT customers.

S. Gina Garza
Chief Information Officer