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 consistenly with large groups of people

- Create, allocate and track mitigation tasks directly from the issue itself

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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.

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 substitues 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.
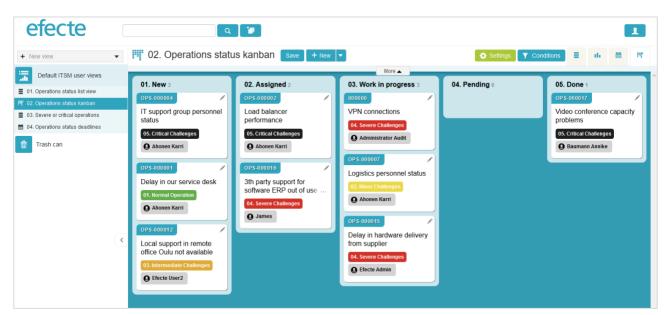
1.1   See at a glance the operational status

Crisis situations cause disruptions and uncertainties at an unprecendeted 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.

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1.2 Communicate operational changes consistenly

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 alllocated 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-Requirments of up-date	Link to the Previous Version on the Community