

**COUNTY OF SANTA BARBARA
INFORMATION TECHNOLOGY STANDARD REQUEST**

SUBJECT:	CENTRALIZED IT INCIDENT MANAGEMENT	ADOPTION DATE:	MM/DD/20YY
REQUESTER:	STANDARDS COMMITTEE		
APPROVER(S):	COUNTY BOARD OF SUPERVISORS		
VERSION:	1.0	PAGE:	PAGE 1 OF 2

I. Standard Overview

The County of Santa Barbara requires centralized IT incident management to ensure standardized IT incident response procedures, risk-based prioritization of IT incident resolution, and countywide IT incident trending. The standardization of incident management also assures efficiencies by sharing corrective action plans, simplifying reporting, and enabling IT Service Management (ITSM) tools for other services such as ticketing systems for constituent requests, and inter-department activities such as facilities request, on-boarding and/or off-boarding. Selection of the proper ITSM system ensures that the right IT processes, people and technology are in place so that the organization can meet its business goals. A process manual will define how the County standardizes the ITSM system so that we achieve our reporting and efficiency goals.

II. Standard Origin

ITIL v3¹ (aka ITIL 2011) and ITIL V4 (aka ITIL 2019)

III. Scope

This County selected standard Incident Management tool, ServiceNow, must be used by anyone doing business as the County and/or in support of the County to report, respond, resolve or remediate an IT Incident. This includes employees, contractors, consultants, temporaries, and other workers at the County, including all personnel affiliated with third parties.

IV. Definitions

1. Incident: ITIL 2011 defines an incident as: An unplanned interruption to an IT Service or reduction in the quality of an IT service. Failure of a configuration item that has not yet affected service is also an incident — for example, failure of one disk from a mirror set.
2. Services: Means of delivering value to a customer without requiring the customer to own specific costs and risks.
3. IT Service Management (ITSM): all the activities involved in designing, creating, delivering, supporting and managing the lifecycle of IT services
4. IT Infrastructure Library (ITIL): a library of volumes describing a framework of best practices for delivering IT services. ITIL has gone through several revisions in its history and currently comprises five books, each covering various processes and stages of the IT service lifecycle.
5. End of Life: See [“Legacy IT Standards Exemption”, ITAM 0901](#)

¹ Since July 2013, ITIL has been owned by AXELOS, a joint venture between Capita and the UK Cabinet Office.

**COUNTY OF SANTA BARBARA
INFORMATION TECHNOLOGY STANDARD REQUEST**

SUBJECT:	CENTRALIZED IT INCIDENT MANAGEMENT	ADOPTION DATE:	MM/DD/20YY
REQUESTER:	STANDARDS COMMITTEE		
APPROVER(S):	COUNTY BOARD OF SUPERVISORS		
VERSION:	1.0	PAGE:	PAGE 2 OF 2

V. Standard Application

This standard will be applied as an original solution, and will replace all other solutions at their end of life.

I. Related Standards:

No standard exists

II. Referenced Documents:

<https://www.servicenow.com>

[IT Incident Management Platform - Business Case](#)

[County of Santa Barbara IT Incident Management Process Manual](#)

<https://www.axelos.com/best-practice-solutions/itil/what-is-itil>

<https://en.wikipedia.org/wiki/ITIL>

[https://en.wikipedia.org/wiki/Incident_management_\(ITSM\)](https://en.wikipedia.org/wiki/Incident_management_(ITSM))