

# Monitoring activities in IT Company with ORM Radar

Lect.Dr.S.Apostol, Lect.Ing.V.Streian, Assist.A.Ionescu  
University Tibiscus of Timisoara

## 1 Introduction

Tracking and Tracing of all Incidents for Customers for support groups which are in scope of the Incident Coordinators is done on the basis of a Trigger & Contact matrix.

Below are the main activities which are performed as a part of track and trace; the Tower responsible for monitoring has some additional activities which are described below.

An incident with "New"\* or "Assigned"\* as its status should be monitored using:

1. ORM Radar;
2. Daily report;
3. SDM12 –tool.

If the status of the ticket is not changed within agreed time – "New" to "Assigned" the Incident Coordinator will chase the assigned support group.

## 4 Conclusion

Incident Coordinators from AHS team and workplanners from each departments will be responsible for maintaining all WI's up to date for Incident management.

The Incident coordinators and workplanners are responsible for reviewing and approving all amendments to the WI document.

Every week there is a team meeting lead by the Belgium Manager and attended by the Workplanners, to discuss active issues related to day to day operations.

In the end of the month is a online meeting with the workplanners, Belgium managers and managers from Romanian department where is discussed the situation for last month with all incidents and service requests,

## 2 Methods

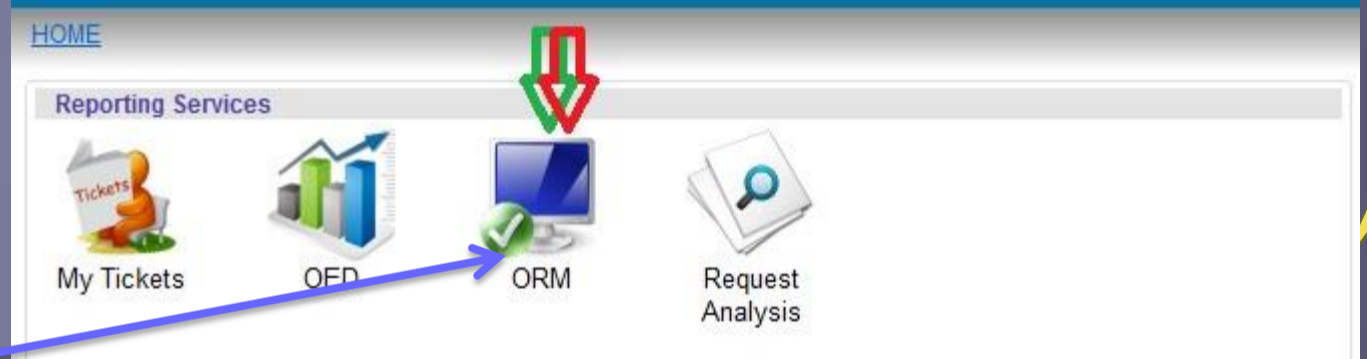
ORM Radar:

It is a part of the Operational Request Monitor; and can be access via CLIP – is a internet secure page and can be accessed only by an employee from IT Company.

Below we will describe the steps to configure and realize the tracking and tracing all the activities:

- a) You need to acces the internet adress and after that you need to enter your user and your password.
- b) Depending on the kind of access rights you will see more or less icons. Click on the ORM icon.
- c) You will get the ORM selection page. Here you can specify the selection via a number of selectors.
- d) Incident Management has already created public profile for use in ORM. But if you are not from Incident management you can create your own profile in scope to monitorize just your clients.

### CLIP - BTN GMS GO GD Cloud Production Center



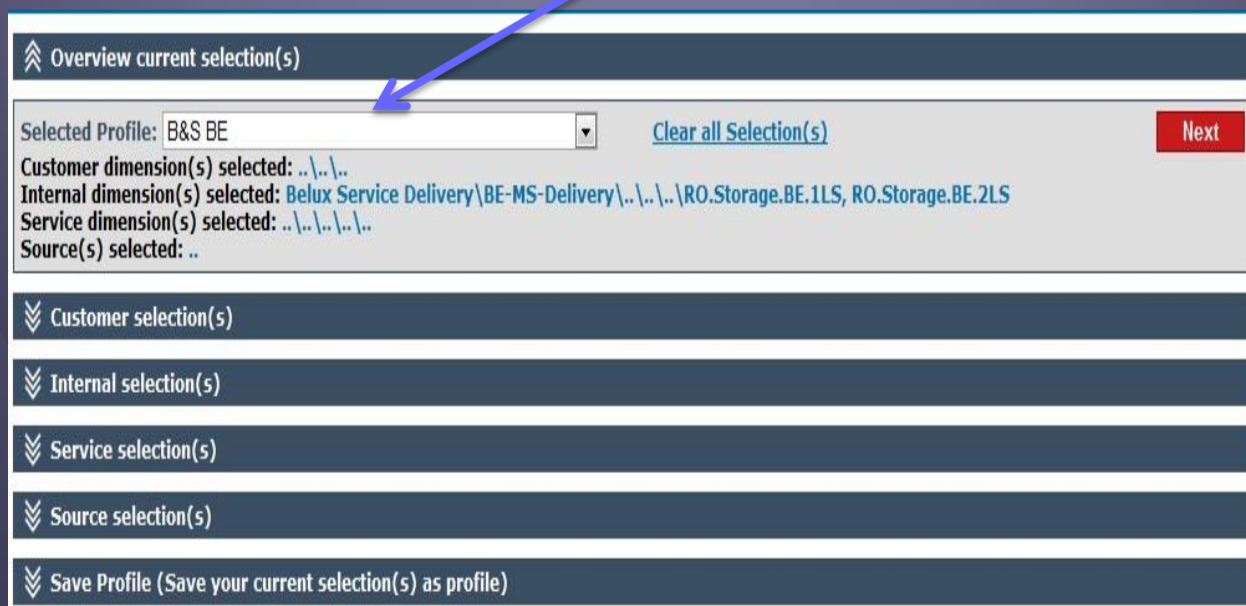
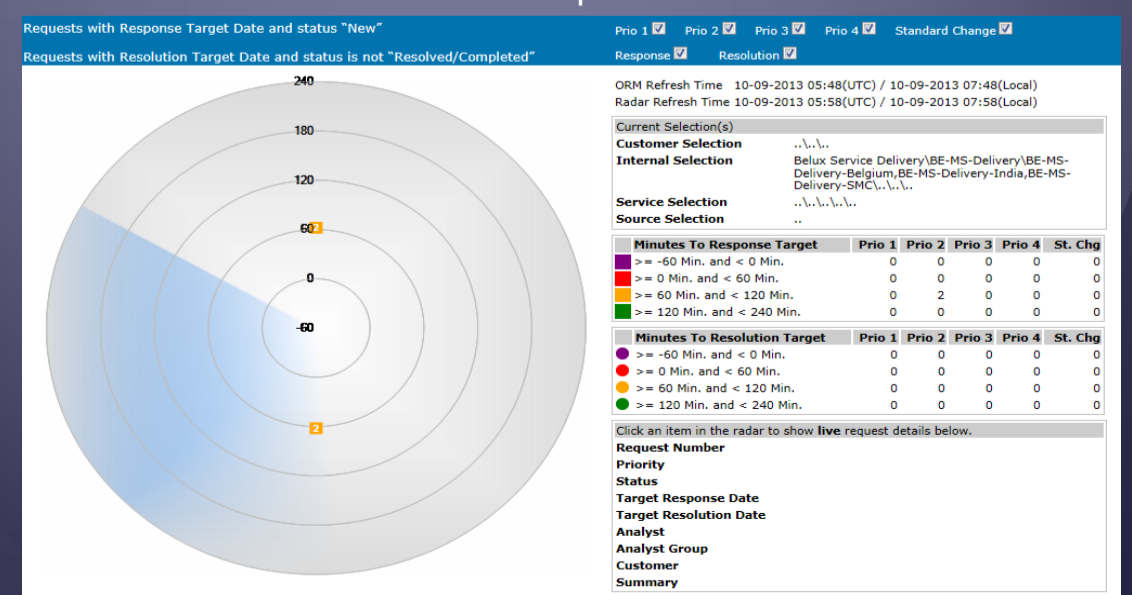
## 3 Results

To the ORM Home page with general details of all tickets for the selected scope.

<b>Customer selection(s):</b>	Organization Level1	All
	Organization Level2	All
	Organization Level3	All
<b>Internal selection(s):</b>	Country	Belux Service Delivery
	Business Group:	BE-MS-Delivery
		BE-MS-Delivery-Belgium
		BE-MS-Delivery-India
		BE-MS-Delivery-SMC
		BE-MS-Delivery-ROM
	Divisions	All
	Sub Division:	All
	Drivergroup:	All
<b>Service selection(s):</b>	Service	All
	Competence	All
	Competence Group	All
	Competence Area	All
	Category	All
<b>Source Selection(s):</b>	source	All

Radar:

The ORM Radar will now open in a new tab:



Home	All Process Types	Changes	Incidents	Problems	Queries	Complaints	Production	Other Reports
All Process Type Dashboard								
Incident/Change Radar								
Overview Active								
Overview Closed								
Active Requests per Status/Reason	#	%	Completed	#	%	Request Quality (Data Elements)		
Change Management	5	29%	New	4	24%	No Primary CI		
Incident Management	12	71%	On Hold - Clock Stopped	1	6%	No WFT (Non Standard Changes)		
<b>Total</b>	<b>17</b>	<b>100%</b>	Resolved	10	59%	Group Changed (Misrouted/Bounced)		
Active Request Planning	#	%	Total	17	100%	Request More than 1 Month Active		
Target Passed	0	0%	Active Requests with Flags	#	%	Request More than 1 Month without Activity		
Target Today	0	0%	Urgent Changes	0	0%	Applied Target Resolution Date > 1 year		
Target Tomorrow	0	0%	Crisis Incidents	0	0%	No Applied Target Resolution Date		
Target within 2 days	1	6%	Security Incidents	0	0%	No Target Response Date		
Target within 3 days	0	0%	Active Requests per Dimension/Group	#	%	Request Quality (Response)		
Target within 4 days	0	0%	RO-Backup.BE.1LS	3	18%	Status: New + Target Resp. Date fill		
Target within 5 days	0	0%						
Target more than 5 days	0	0%						
No Applied Target Resolution Date	0	0%						

## References

1. <https://clip.reporting.atos.net/default.aspx>
2. Work Instructions Incident Management – Coordinator Role and Responsibilities – document release, Approvers – Kristof Verplancke, Luc Beeckman