

LDF is developing three key service delivery processes:

1. **Incident response** – something we promised to have working is not working
2. **Request fulfillment** – request for information (e.g., why is the system behaving like X) or routine work (e.g., onboard me)
3. **Change request management** – request for feature or functionality not currently provided

An additional internal process:

1. **Problem management** – deciding from the backlog of unresolved issues what needs to be done

- The IHS project in LSST Jira is the portal for submitting an incident, request, or change tickets.
 - This is the framework coordinated by the ITSC.
- Incoming tickets are classified in terms of one of the three ITIL process categories.
 - Important: which process is invoked
 - How urgent the ticket is
- If business need is not conveyed in the ticket, the ticket gets processed and prioritized according to our best understanding of the business need.
 - Work at NCSA is not necessarily interrupted for anything except incidents, issues that arise during early lifetime support after insertion of a change, and need to meet milestones.
- A supporting communication channel is provided by the Service Manager. Requestors can contact the Service Manager to modify our assumptions about the ticket.
- Service Manager is involved in classification and routing of tickets.
 - Meets internally with NCSA groups who do work on tickets.

- QA and process improvement occur in the weekly steering meeting with the Service Manager, which we have recently stood up.
- The three most significant actions for which we are requesting implementation:
 - Morning patrol by Service Manager of tickets and selected Slack channels.
 - Brief management on exceptional tickets to investigate and understand.
 - Have a relationship with DM CAMs to improve the process and increase satisfaction.
- Development and maturity of service management processes include
 - Integration of the processes into NCSA methods.
 - Awareness of the processes in LSST.
- Need 24x7 incident response for Spectrograph-era service bundle.
- Tool improvement includes
 - Better forms clearly delineating between the three processes, working within the LSST ITSC.
 - Bridging work recording systems to show progress within the LSST system when work occurs outside of the LSST work recording system.