

Sample

OLA template

Consulting Cloud Preview

**Document Change Control**

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Version	Date of Issue	Author(s)	Description of changes

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# 1 Introduction

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The purpose of this document is to identify the protocols for communication, responsibilities and call routing between the Service Desk and << Resolver Team Name >> to support the Incident Management process.

To ensure that all cases are recorded, actioned and tracked. The communication between all parties needs to be defined. This document outlines the following;

- Incident Management overview
- Resolver group description
- Services provided
- Hours of coverage
- Incident Management process flow
- Service levels
- Escalations and contact details
- Reporting
- Reviewing and auditing this process
- Other related procedures

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