

# Incident Management

What is it?

Why use it?

Who wants it?

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## What is it?

- Incident Management is a defined process for logging, recording and resolving incidents
- The goal of Incident Management is to restore service to the customer as quickly as possible, often through a work around or temporary fixes, rather than trying to find a permanent solution

## What is an Incident? ITIL vs Business

- ITIL: Any event that is not part of the standard operation of a service and that causes, or may cause, an interruption to, or a reduction in, the quality of that service.
- Business: **Something is broken** and is **preventing** the business from **doing its job**.

# Incident vs Problem

- an Incident is where an error occurs:
  - something doesn't work the way it is expected
- a Problem can be:
  - the occurrence of the same Incident many times
  - an Incident that affects many users
- a **Problem** can exist without having immediate impact on the users, whereas **Incidents** are usually more visible and the impact on the user is more immediate

# Incident Types

- The scope of Incident Management falls into three broad categories:
  - Application
    - Service not available
    - Application bug / query preventing Customer from working
  - Hardware
    - System down
    - Printer not printing
  - Service or User requests
    - Forgotten passwords, etc.
    - Access Requests

# Technical Incidents

- Can occur without the users knowledge
- Are usually noticed by technicians using diagnostics or proactive monitoring
- If not resolved immediately the impact can affect many users or possibly cause a Major Incident
  - Eg. gradual decline in response time may not be noticed by end users but may be noticed by monitoring tools

# Incident Management Set Up

- Document procedures for recording, prioritizing, classifying, and reviewing incidents.
- Document procedures for escalating incidents.
- Create and maintain a database for all IM records.
  - Be sure to capture work done, resolution, etc.
- Create a knowledge base by capturing and providing access to other records, data and information (CMDB)

# Incident Management Set Up

- Put in place procedures to manage the impact on customers.
- Keep the reporter of the incident informed about the status of the incident as your team works it.
- Create a "major incident" model - a set of rules that clearly describe the impact of the incident. Major incidents affect important services and/or numerous customers and users.
- Keep management informed about the status and impact of "major incidents".

# Benefits of Incident Management

- Over time a well-run Incident Management process will save time.
- Incidents are logged and managed so they are not dependant on a particular technician.
- Incidents are resolved using the same approach, so training new technical staff should always be the same.
- Incidents take less time to resolve once a knowledge base is established.

## Why use it?

- Timely resolution of incidents resulting in reduced business impact
- More efficient utilization of Service Desk and Technical Support staff
- Improved user satisfaction
  - better customer confidence that a process exists to maintain their working environment
  - knowing that incidents will be logged, tracked and monitored

## Why use it?

- Improved information on service quality
- Improved information on the reliability of equipment
- Improved ability to track incidents and service requests efficiently
- resolving the incident first rather than the problem, which will help in keeping a service available

## Who wants it?

- Any organization that needs to understand its technical support requirements
  - start with implementing a Service Desk or single point of contact (SPOC)
  - follow with a defined Incident Management process

# Who wants it?

- Business Users
  - all users should understand the process for logging calls through the Service Desk and should refrain from logging calls directly with the technician
  - technicians should only accept calls from the Service Desk and should refer any calls to the Service Desk
  - knowing that the goal is to get the system working as quickly as possible without waiting for root cause will benefit the cynical users
  - knowing that calls will be checked for a quick resolution first so they don't have to wait for a technician to arrive

# Who wants it?

- **Technical Support Staff**

- technicians should only accept calls from the Service Desk and should refer any calls to the Service Desk
- Service Desk able to provide first line resolution through creation of knowledge base and known error database
- prioritised workloads for technicians
- support staff are able to concentrate on the “real work” using their skills
- quicker diagnosis of incidents using previous knowledge and not treating each event as a new one

# Who wants it?

- Management
  - knowing there is a process to manage and escalate incidents
  - co-ordinated management information
  - allows for the creation of management reports

# Incident Management Results

- A standard way of recording and logging incidents and requests.
- A method of communication between the user and technician via the service desk.
- Historical information about calls to individual equipment.
- Historical information about failure rates of equipment.
- Reports and feedback on the calls logged and resolved.
- Knowledge about the time taken to resolve incidents and requests.
- Information about the amount of technician time required to resolve all requests.
- A consistent approach to approaching calls and how the response to the calls is planned.
- Information about the number of calls currently outstanding and how long they have been logged.

# Next Event

***itSMF* Manitoba Breakfast Event**

**Wednesday, October 12, 2011**

**Presented by**

**Dwight Kayto, Art of Change**

**“IT Service Catalog and CMDB”**

# Thank You!!



We are always looking for speakers and presenters.

If you know of anyone or have a topic of interest  
please contact me at:

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