INCIDENT MANAGEMENT

ITIL Lifecycle Poster – Service Operation - Process Summary

NISSEN-ITSM

⊙ PURPOSE

To restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. ('Normal service operation' is defined here as service operation within SLA limits.)

⏻ TRIGGERS

- user contacts the service desk
- user completes a web-based incident-logging screen
- event management tool automatically raises the incident
- technical staff notices potential failures and raise an incident or ask the service desk to do so
- suppliers sending notification of a potential or actual difficulty

❗ KEY TERMS ───

Incident - 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

Workaround - Method of bypassing an Incident or Problem (temporary fix). It is not a permanent solution but something that is used to get the service up and

⤓ INPUTS

- Information about CIs and their status
- Information about known errors and their workarounds
- Communication and feedback about incidents and their symptoms, RFCs and releases
- Communication of events that were triggered from event management
- Operational and service level objectives
- Customer feedback
  Agreed criteria for prioritizing and escalating incidents.

Incident Management

- Incident identification
- Incident logging
- Incident categorization
- Incident prioritization
- (Major Incident procedure)
- Initial diagnosis
- Incident escalation
- Investigation and diagnosis
- Resolution and recovery
- Incident closure
- (Reopening incidents)

Incident records

⤓ OUTPUTS

- Resolved incidents and actions taken
- Updated incident management records
- Raising of problem records
- Validation that incidents have not recurred for resolved problems
- Feedback on incidents related to changes and releases
- Identification of CIs associated with or impacted by incidents
- Satisfaction feedback from customers
- Feedback on monitoring technologies and event management activities
- Communications about incident and resolution history