

Incident Management

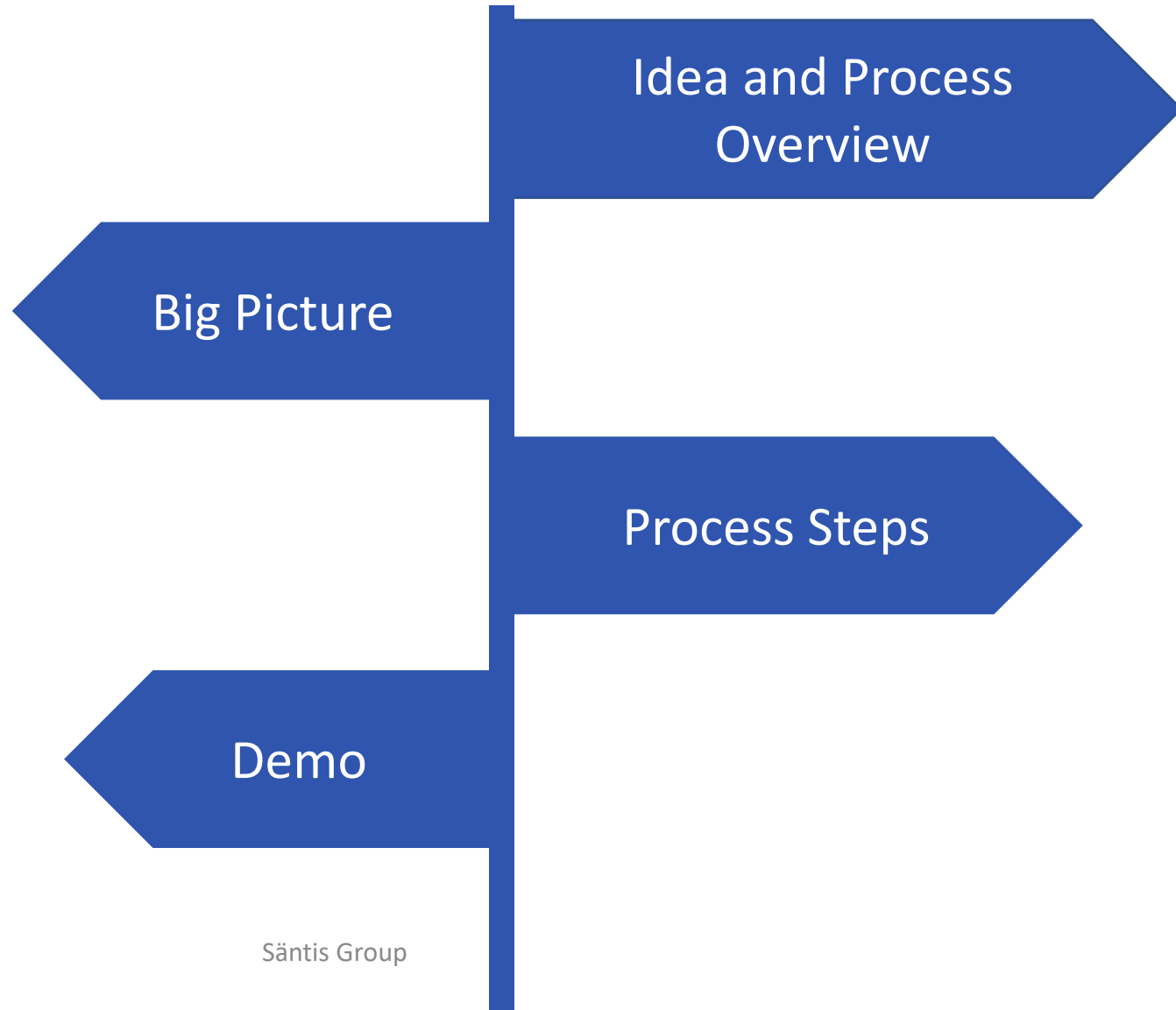
Säntis Group

5 June 2018

Digitalisation of Business Processes

Jaime Ramirez, Moritz Armingeon, Joël Schmid

Agenda



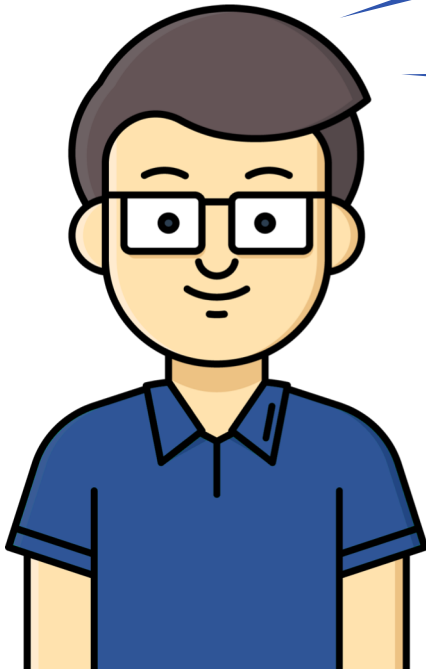
Why Incident Management with BP?

“An unplanned interruption to an IT Service or reduction in the quality of an IT service.”

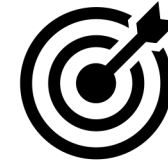
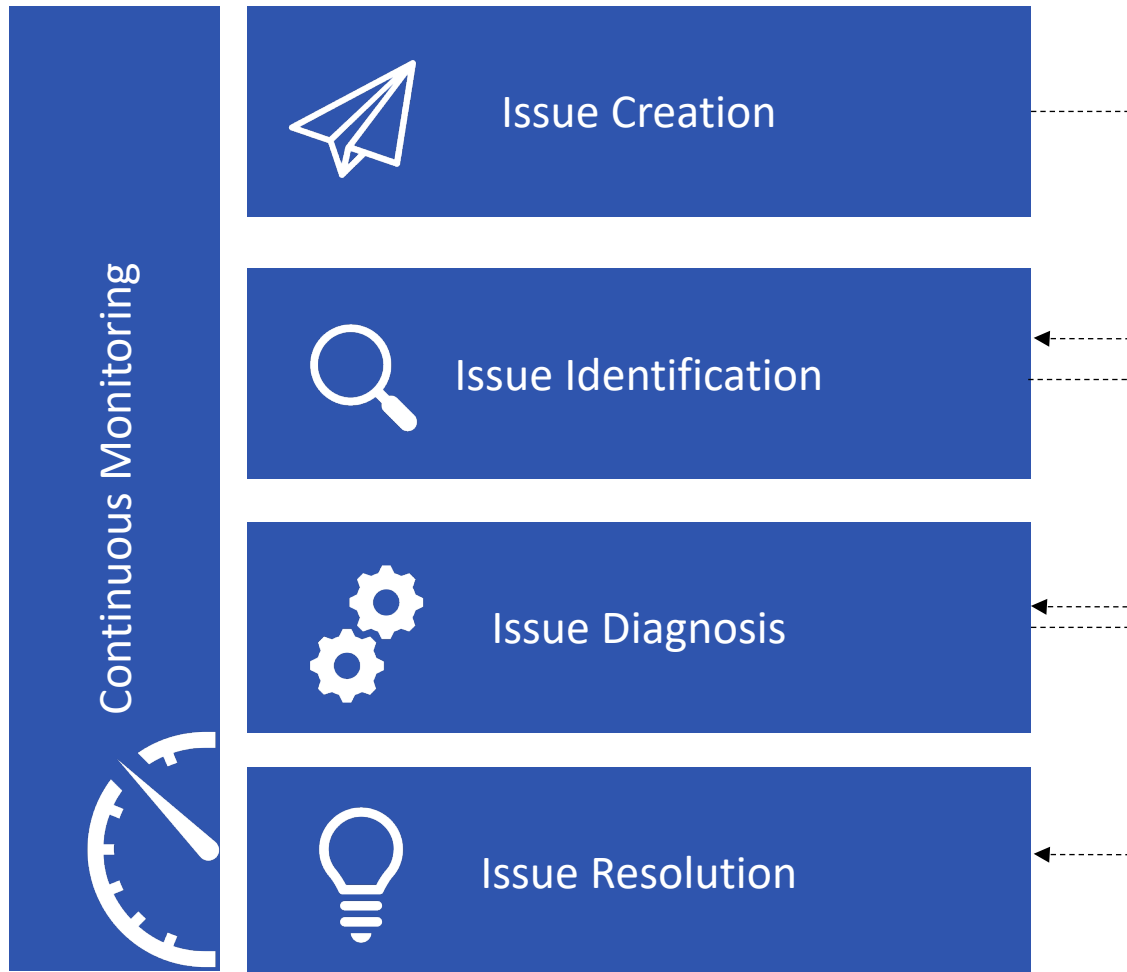
Applicable for almost every enterprise, however different processes are in place!

Risky and costly if not tackled efficiently and effectively!

Easy scalable and adaptable to the size of the company



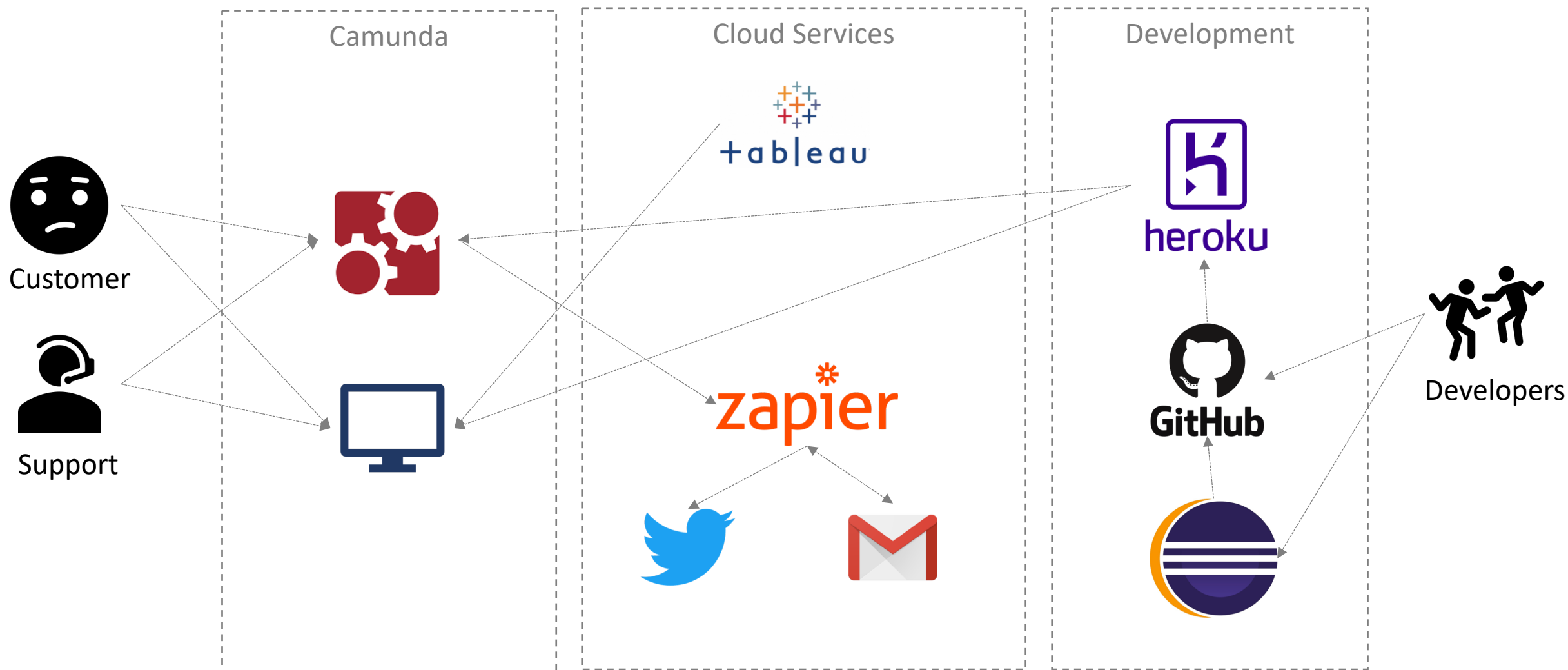
Process Overview and Goals



Our Goals

- 1) Easy to use
- 2) Customer friendly
- 3) Scalable
- 4) Easy manage- and predictable

The Big Picture



Technologies used



In 4 steps to a successful resolution!



Issue Creation

- ✓ Issue creation using...
 - ✓ E-Mail
 - ✓ Säntis Website
 - ✓ Camunda
- ✓ Set Ticket Origin
- ✓ Confirmation Message for customer



Issue Identification

- ✓ Identification of...
 - ✓ Affected Applications
 - ✓ Customers
 - ✓ Impact & Priority
- ✓ Assign Responsible Ticket Team (external)
- ✓ Inform customers using twitter



Issue Diagnosis

- ✓ Issue diagnosis
 - ✓ discretionary tasks
 - ✓ Knowledge database
 - ✓ consulting



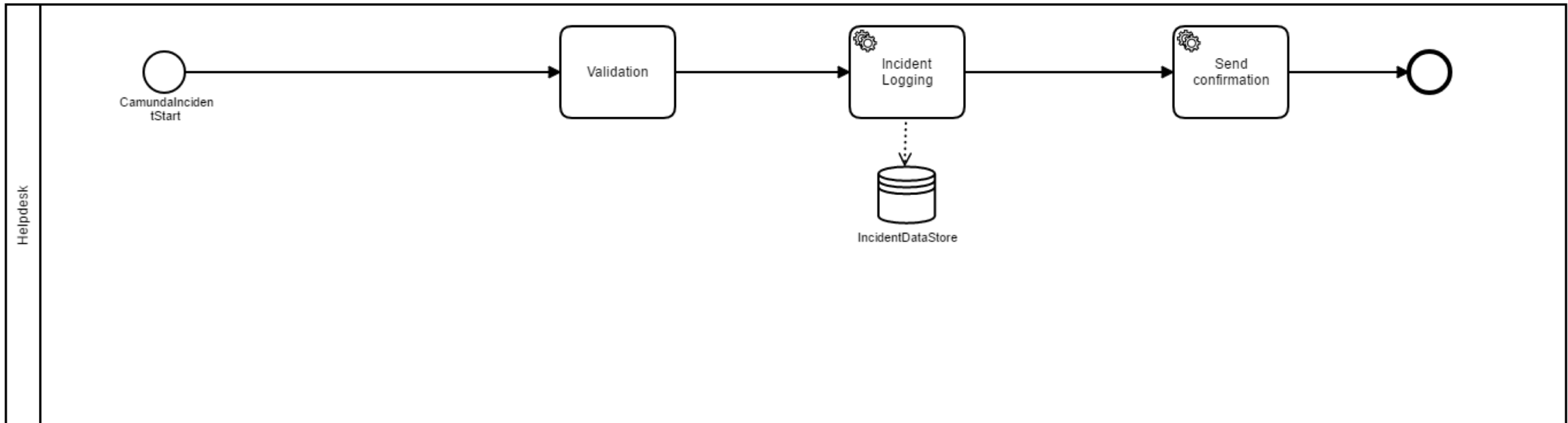
Issue Resolution

- ✓ Tweet resolution
- ✓ Inform Customer

Ticket Status Update

In 4 steps to a successful resolution!

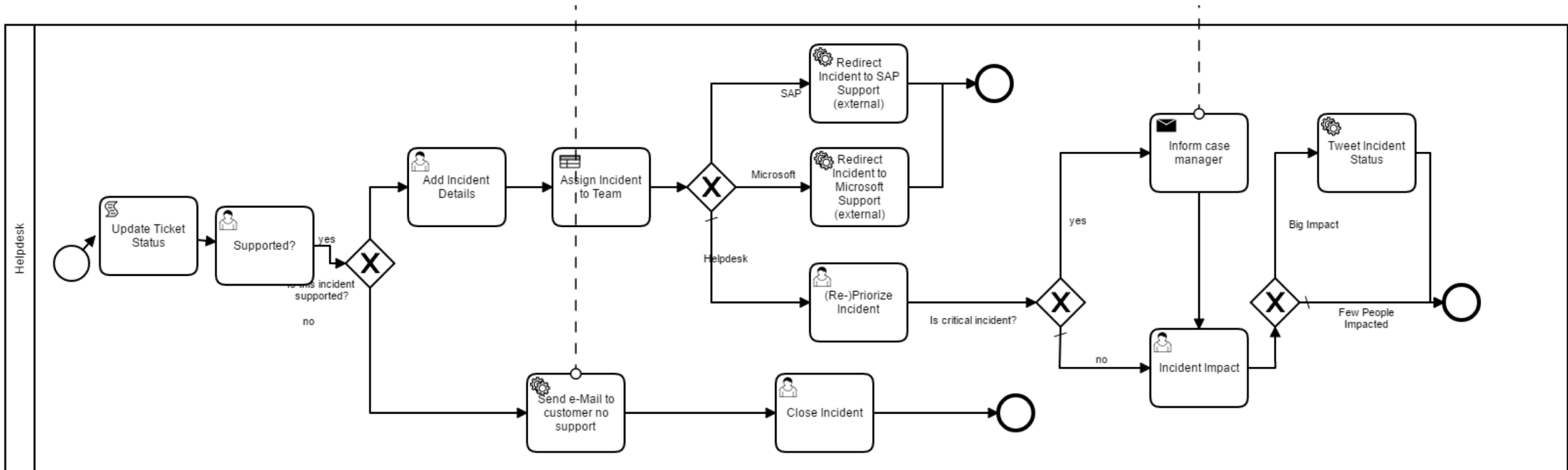
Issue Creation



In 4 steps to a successful resolution!



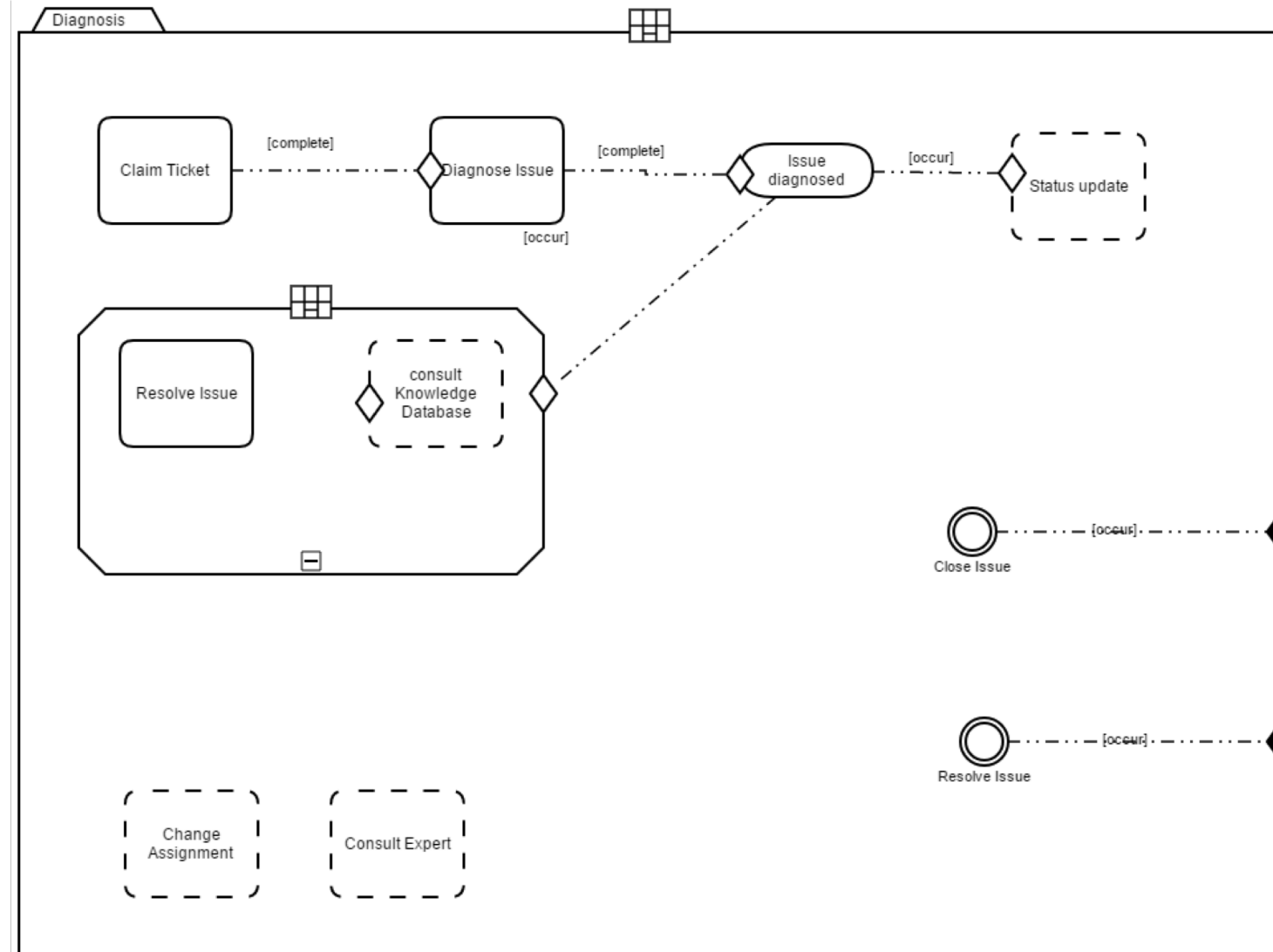
Issue Identification



In 4 steps to a successful resolution!



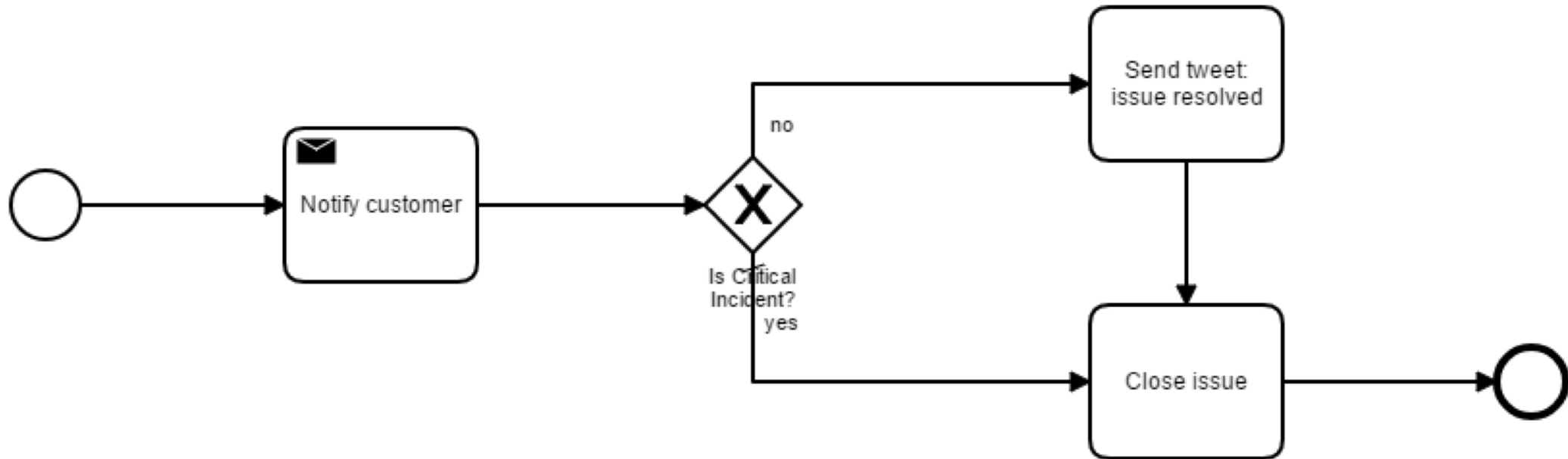
Issue Diagnosis



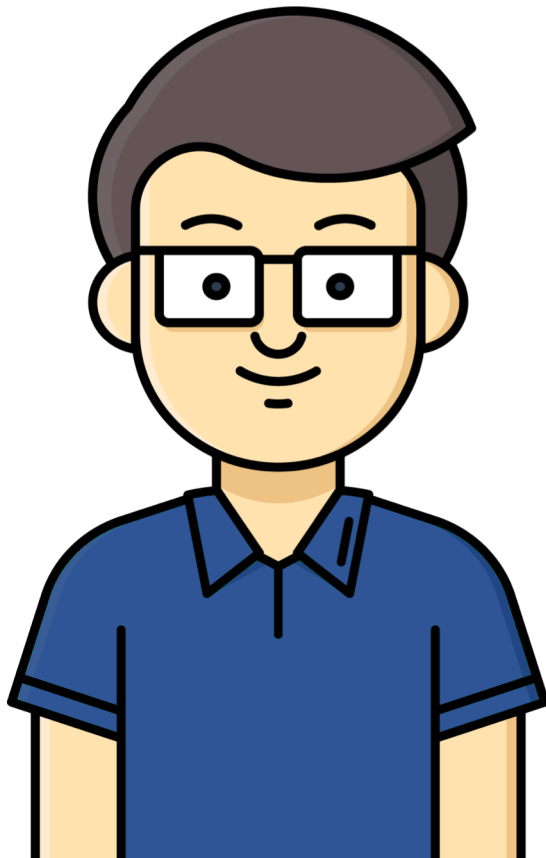
In 4 steps to a successful resolution!



Issue Resolution



Questions ?



Demo Time!

