

Reflective Journal Entry on Improving Incident Management at iTech Corporation

Case Overview

iTech Corporation, a major IT service provider, faces challenges in managing incident responses effectively. Despite an established incident management framework, their IT team struggles with prioritisation, assignment accuracy, and timely resolutions, causing prolonged service disruptions and customer dissatisfaction. This reflection explores key improvements iTech could implement to enhance incident management and anticipates the resulting improvements in service delivery and customer satisfaction.

Key Actions for Streamlining Incident Management

1. Implementing a Robust Prioritisation Framework

Effective incident prioritisation is essential for IT services. A structured approach, such as the ITIL (Information Technology Infrastructure Library) prioritisation matrix, allows incidents to be categorised based on urgency and impact, helping iTech to manage critical disruptions first (Office, 2019). Automation can further streamline prioritisation by reducing the manual effort required, resulting in quicker, more consistent responses (Galup et al., 2009).

2. Enhancing Assignment Processes with AI and Automation

Incorrect incident assignments slow down resolution times and drain resources. AI-driven tools can analyse incident characteristics to route issues directly to the relevant technical teams, bypassing misallocations and ensuring efficient handling. Studies show that companies employing AI for incident management report significant improvements in resolution times (Fitzgerald & Stol, 2014). Implementing AI also allows the system to learn from prior cases, improving accuracy in incident routing over time (Orlikowski & Scott, 2008).

3. Continuous Monitoring and Customer Feedback

Beyond resolving incidents, iTech would benefit from continuous monitoring and customer feedback integration. Monitoring tools detect issues early, enabling the IT team to resolve potential incidents before they escalate, while feedback loops offer insights into customer satisfaction and areas for improvement. Collecting and applying feedback helps prevent recurring problems and aligns incident management efforts with customer expectations, ultimately strengthening service quality.

Anticipated Improvements

With these streamlined practices, iTech is likely to see marked improvements in service delivery and customer satisfaction. A prioritised approach and enhanced assignment processes should reduce incident response times, which would minimise

customer downtime and improve trust (Fitzgerald & Stol, 2014). Additionally, proactive monitoring and feedback mechanisms would allow iTech to maintain high service standards and foster a responsive, customer-focused approach to incident management.

Reflection on Learnings

This case highlights the importance of combining structured processes, automation, and customer feedback in incident management. The potential benefits of AI-based solutions and continuous monitoring illustrate how technology can transform response efficiency, while customer feedback loops underscore the importance of a proactive, client-centred approach to service improvement.

References

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