



# Incident Management Process

*ITILv3 Foundations*

<http://www.jasondion.com>

## Incident Management Process

- Restore normal service operation as quickly as possible while minimizing the adverse impact on business operations, thereby ensuring the agreed-upon level of service quality is maintained
- Covers any event or occurrence that disrupts or may disrupt service delivery



## What is An Incident?

- An unplanned interruption to an IT service, a reduction in the quality of an IT service, or failure of a CI that may impact an IT service



## What is An Event?

- Any change of state of an infrastructure or other item which has significance for the delivery of a service



## What is a Problem?

- Underlying cause of one or more incident, or even possible incidents (like warnings)



## What is a Workaround?

- Method to minimize or eliminate the impact of an incident until a permanent fix can be implemented
- Example

A server loses power when an electrical breaker trips. You reset the breaker and restart the server.

Did we solve the root cause?

Why did the breaker trip?



## What is a Known Error?

- Exists when you have an incident and a current workaround
- Not as good as a permanent solution, but it allows business operations to continue until a permanent solution can be implemented
- Example  
You can't use the microwave and the toaster at the same time...



## Known Error Database (KEDB)

- Forms part of the Configuration Management System (CMS)
- Details problems, workarounds, and known errors in a common database
- Contains Error records and Problem Records (these are different things)

