

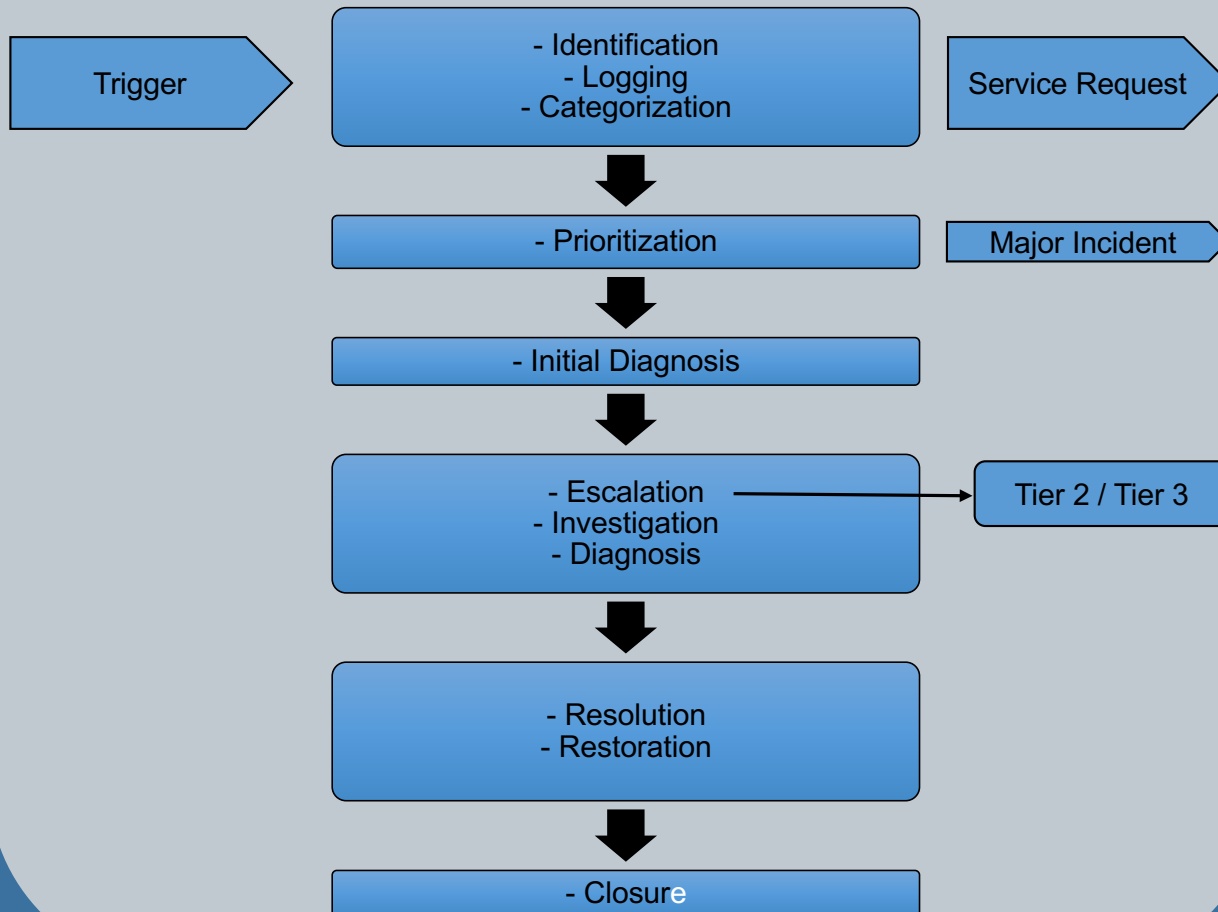


Incident Management Activities

ITILv3 Foundations

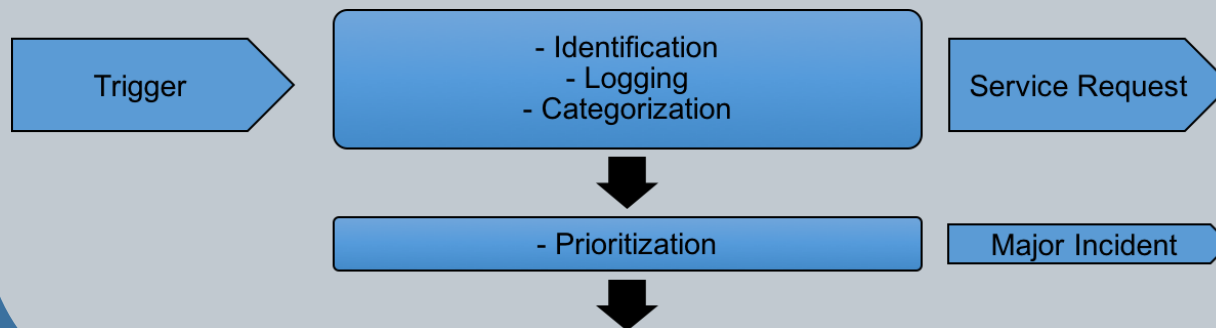
<http://www.jasondion.com>

Incident Management Process



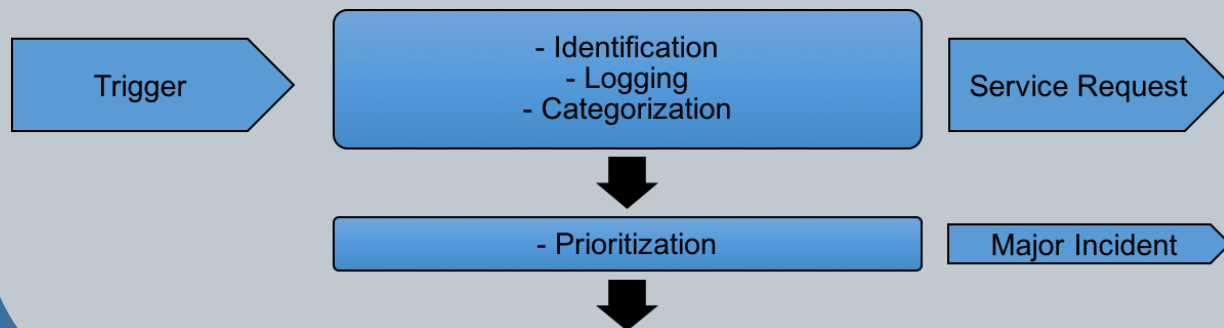
Detection/Identification

- Occurs when a trigger happens
 - Exception occurs in Event Management
 - Technician discovers an issue
 - System auto-detects and issue and creates a service ticket
 - User calls to complain



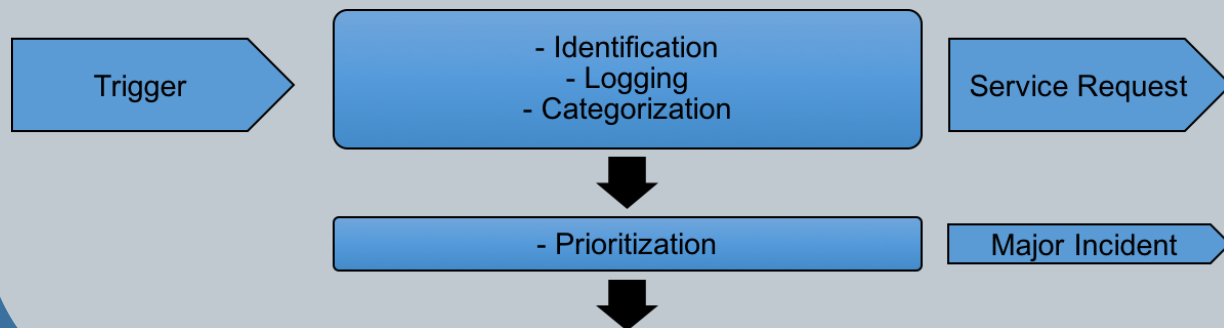
Logging

- Service desk logs all incidents
 - Help Desk Analyst creates a ticket with as much detailed information as they can gather on the incident



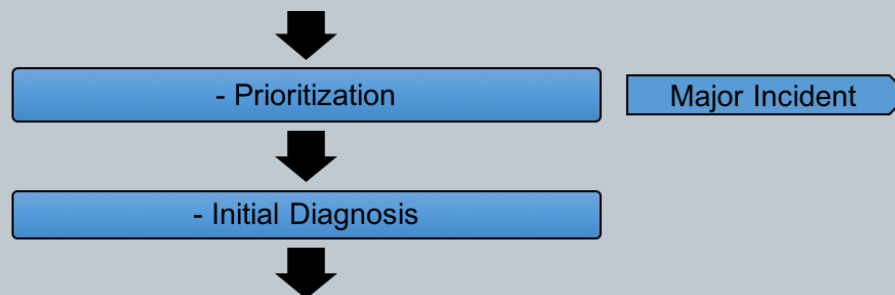
Classification/Categorization

- Service desk determines if an incident or just a service request
 - Push ticket to service request (OR)
 - Continue incident process per SLAs



Prioritization

- Service occurs based on triage of events and priority
 - Impact
 - What is effect on the business?
 - Urgency
 - How long before impact is considered significant?



Prioritization

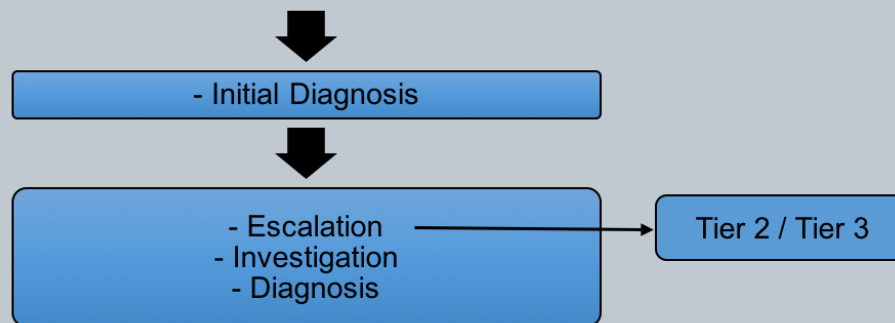
- Priority is determined by the SLA
- Also determines timeline to correct

Priority	Category	Time to Correct
1	Critical	1 hour
2	High	4 hours
3	Medium	48 hours
4	Low	96 hours
5	When able	N/A



Initial Diagnosis & Escalation

- Tier 1 Support is all about triage
 - What can I fix quickly?
 - What needs a specialist?
- If the Service Desk can't fix it fast, escalate to a higher tier or a specialist



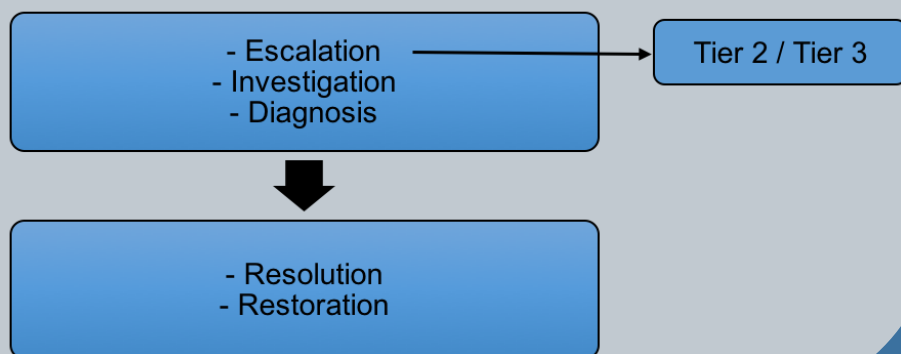
Escalation

- Functional
 - Most common escalation
 - Incident requires a specialist or skills beyond initial Tier of the Service Desk
- Hierarchal
 - Referred to management due to severity, persons affected, or permission to obtains replacement components due to cost threshold
- *Remember:*
 - *Service Desk still owns the incident...*



Resolution and Recovery

- Complete investigation and appropriate incident correction occurs
- Incident solution is reported back to the Service Desk and the user



Closure

- Just because the technician says it is fixed, doesn't mean you close it
- Check with the end user that it works
- Close the ticket and detail what was wrong and how it was fixed



- Resolution
- Restoration



- Closure

