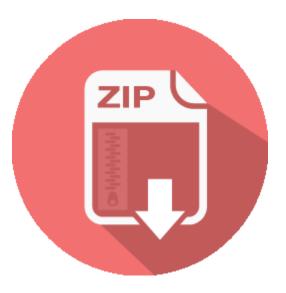# ITSM ISO

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what is an ITSM Major Incident ITIL doesnt say The IT

This post is a little easter egg for you from the IT Skeptic. I hope it is useful! One of the enigmatic parts of ITIL is Major Incidents. Here are my tips for better Major Incident Management.

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