**Wir bearbeiten Störungsfälle (Incident Management)**

**1. Priorisierung**

Sie sind Azubi der DataSol GmbH und derzeit im Service-Desk eingesetzt.   
Montag, 10.01.: Sie beginnen Ihren Arbeitstag, öffnen Ihr Ticket-System und überfliegen die eingegangenen Nachrichten:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Datum:** | **Uhrzeit:** | **Absender:** | **Text:** | **Einordnung:** | **Prio:** |
| 10.01.20xx | 7:30 | intern, Marketing | Monitor defekt | HW  low | 6 |
| 10.01.20xx | 7:49 | intern, HR | Neue Mitarbeiterin kann nicht auf Personaldaten im ERP-System zugreifen | SW  moderate | 2 |
| 10.01.20xx | 8:30 | intern, Geschäftsleitung | Toner des Druckers leer | HW  moderate | 4 |
| 10.01.20xx | 8:37 | extern, Kundennr. 8279 | Druckbefehl auf einem Arbeitsgruppendrucker wird nicht umgesetzt | NW/SW  High | 5 |
| 10.01.20xx | 8:40 | extern, Kundennr. 8211 | Unternehmenshomepage nicht verfügbar | SW  Critical | 1 |
| 10.01.20xx | 8:44 | intern, IT | Festplattenkapazität auf dem Server RAID 5-System nahezu erschöpft | SW/HW  high | 3 |

**Quelle: Knut Harms, IT Service Management, Seite 27, gekürzt und abgeändert Bauer**

Arbeitsauftrag:

* **Nutzen Sie für die nachfolgenden Aufgaben die Informationen aus dem Anhang!**

1. Nehmen Sie kurz eine erste Einordnung der Probleme vor (Hardware-, Software-, Netzwerkproblem).
2. Priorisieren Sie die Tickets. In welcher Reihenfolge würden Sie sie abarbeiten? Zeigen Sie Ihre Priorisierung einem Kollegen begründen Sie kurz Ihre Einordnung und holen Sie seine Meinung dazu ein.
3. Informieren Sie sich über die „ITIL & ISO 20.000 Service Desk Incident Matrix“ im Anhang (siehe Abbildung 1). Ordnen Sie die obigen Tickets zu. Ändert dies Ihre Priorisierung?
4. Ihr Kollege legt Ihnen Auszüge aus den Service-Level-Agreements der externen Kunden vor (vgl. Anhang Abbildung 2). Inwiefern verändert diese Information Ihre Priorisierung?
5. Berechnen Sie die minimal erwartete Verfügbarkeit und die maximal erlaubte Ausfallzeit für beide Kunden/Incidents. Welchem Kunden priorisieren Sie?

**2. Vertragliches: Die Inhalte von Service Level Agreements**

Arbeitsauftrag:

1. Recherchieren Sie! Was unterscheidet Service Level Agreements (SLA) von Service Level Requirements (SLR), AGB, Projektverträgen, Underpinning Contracts (UC) und Operation Level Agreements (OLA)?
2. Erklären Sie einem Azubi im ersten Ausbildungsjahr inwiefern SLAs zur Verbesserung der Servicequalität beitragen. Formulieren Sie zur Verdeutlichung eine Leistung, die Sie in Ihrem Ausbildungsbetrieb regelmäßig erbringen, nach dem SMART Prinzip von George T. Dorian aus.
3. Vergleichen Sie ihre Leistungsbeschreibung mit den grundlegenden Vertragsinhalten von SLA. Welche Informationen fehlen/müssen ergänzt werden?

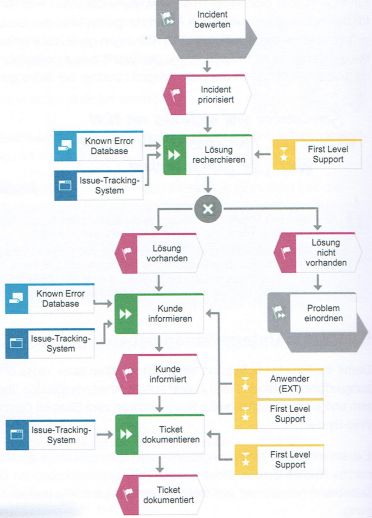
|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SLA | SLR | AGB | Projektvertrag | UC | OLA |
| Rahmenvertrag für Dienstleistung zwischen Auftraggeber und Dienstleistungsgeber. „in welcher **Qualität** muss eine bestimmte Dienstleistung erbracht werden“ | Erwartungen des Kunden. Beschreibt die benötigte Leistung als Basis der SLA. | Allgemeine Geschäftsbedingungen sind vorformulierte Vertragsbedingungen, die für alle Kunden gelten. | Individuelle Vereinbarung zwischen Auftraggeber und -nehmer, der auf ganz bestimmtes Ziel ausgelegt ist. (Werkvertrag NICHT Dienstleistungsvertrag) | Vertrag mit externem Dienstleister (SLA mit Drittpartei). | Unternehmensinterne Vereinbarung mit Leistungserbringern z.B. Supportabteilung (SLA innerhalb der eigenen Firma) |

b) Die Dienstleistungsqualität wird klar definiert und kann somit stetig gemessen und verbessert werden

**3. Bei einem Störfall „erste Hilfe“ leisten: der First Level Support**

Arbeitsauftrag:

1. Erklären Sie dem Auszubildenden im ersten Lehrjahr anhand des von Ihnen priorisierten Kunden mit Hilfe der unten abgebildeten EKP, wie es nun weitergeht. Gehen Sie dabei insbesondere auf die Hilfsmittel ein, die dem First Level Support für seine Arbeit zur Verfügung stehen sollten, um Effizienz und Kontinuität zu gewährleisten.
2. Reflektieren Sie anhand ihrer eigenen Erfahrung im bzw. mit dem Help Desk, welche Maßnahmen oder Tools zur Verbesserung wünschenswert wären.



Quelle:

Knut Harms, IT-Service Management, Seite 30

**Anhang**

**Abbildung 1: ITIL & ISO 20.000 Service Desk Incident Matrix:**

![Ein Bild, das Tisch enthält.

Automatisch generierte Beschreibung](data:image/jpeg;base64,/9j/4AAQSkZJRgABAQEAYABgAAD/4RCURXhpZgAATU0AKgAAAAgABAE7AAIAAAALAAAISodpAAQAAAABAAAIVpydAAEAAAAWAAAQduocAAcAAAgMAAAAPgAAAAAc6gAAAAgAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAE1hdHQgU21pdGgAAAAB6hwABwAACAwAAAhoAAAAABzqAAAACAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA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Quelle: blog.concurrency.com/blog/june-2019/impact-urgency-matrix-defined!, Jan. 2022

**Abbildung 2: Auszüge aus den Service Level Agreements mit unseren Kunden:**

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| ***Kundennr. 8279***   * *Wartung und Support der Netzwerkdrucker Garantierte Verfügbarkeit von Ø 99% p.a.* * *Zeiten 09:00-17:00 Uhr* * *Reaktionszeit 60 min. nach Ticketeingang* * *Wiederherstellungszeit 120 min. nach Ticketeingang* * *Vertragsstrafe 10% der Vergütung für je 60 min. Ausfall über erlaubte Ausfallzeit*   *Status (Jahr):*  *bisheriger Ausfall 17,8 Std.*  9-17 Uhr = 8 Stunden \* 365 Tage = 2920 h  Entspricht maximale Verfügbarkeit (Servicezeit)  99% von 2920h = 2890,8h -> minimale Verfügbarkeit  d.h. 29,2 h p.a. maximale Ausfallzeit  Bisheriger Ausfall 17,8 Std.   * 11,4h übrig | ***Kundennr. 8211***   * *Betrieb eines Webservers mit 1TB Speicher und einer Verfügbarkeit von Ø 99% pro Monat (30 Tage)* * *Zeiten 05:00-21:00 Uhr* * *Reaktionszeit 60 min. nach Ticketeingang* * *Wiederherstellungszeit 120 min. nach Ticketeingang* * *Vertragsstrafe 10% der Vergütung für je 30 min. Ausfall über erwartete Ausfallzeit*   *Status (Monat):*  *bisheriger Ausfall 0,6 Std.*  5-21 Uhr = 16 Stunden \* 30 Tage = 480 h  99% von 540h = 477,6 h  Maximale Ausfallzeit: 2,4 Std. pro 30 Tage  Bisheriger Ausfall: 0,6 h   * 1,8h übrig |

Entscheidung:

* Kurzfristig Kunde 8211 da die Vertragsstrafe höher ist
* Kunde 8279 ist kurz vorm Limit, es ist in der Praxis sehr unwahrscheinlich, dass danach kein Ausfall mehr erfolgt. Vor allem, wenn man bedenkt, dass wir uns erst im Januar befinden
* Im schlimmsten Fall brauchen wir 2 Std. für den Fall, dadurch Überschreitung von maximal Ausfallzeit von Kunde 8211, somit erfolgt Verlust (Vertragsstrafe) bei beiden Kunden -> Kunde 8211 zuerst, um Vertragsstrafe minimal zu halten

Weitere Gedanken:

* Welche Art von Problem liegt vor
* Qualifikation der Kollegen
* Höhe der Vertagsstrafe (Vertragsvolumen)
* Wie viel hat der Kunde bei uns bestellt?
* Langjähriger Kunde?
* Kundenflexibilität?
* Ist bei dem Kunden in letzter Zeit schon etwas vorgefallen?
* Wie formuliert der Kunde sein Anliegen?