INCIDENT MANAGEMENT

& PROBLEM MANAGEMENT

OVERVIEW

- Incident Management
- Problem Management

INCIDENT MANAGEMENT

- Crucial component of ITSM

- Focuses on handling and resolving <u>unplanned disruptions to IT services</u>

- Goal is to restore normal service operations as fast as possible, minimize impact on business operations, and ensure that IT services are available and performing as expected

INCIDENT MANAGEMENT

- The Incident table stores records of current and previous incidents

- Users can create incidents in 4 ways:

  - Email

  - Service Desk

  - Service Catalog

  - Self-Service

- Each of these methods will create a record on the Incident table and begin the incident resolution process

INCIDENT MANAGEMENT

- 6 processes involved in Incident Management

  - Incident Logging – capture relevant information about the incident

  - Incident Categorization – group incidents into predefined categories

  - Incident Prioritization – determine relative importance and urgency

  - Incident Investigation/Diagnosis - analyze incident to identify root cause and solutions

  - Incident Resolution – implement necessary actions to restore service(s)

  - Incident Closure – formalize resolution of incident and obtain user confirmation that service is working as expected

INCIDENT MANAGEMENT LIFECYCLE
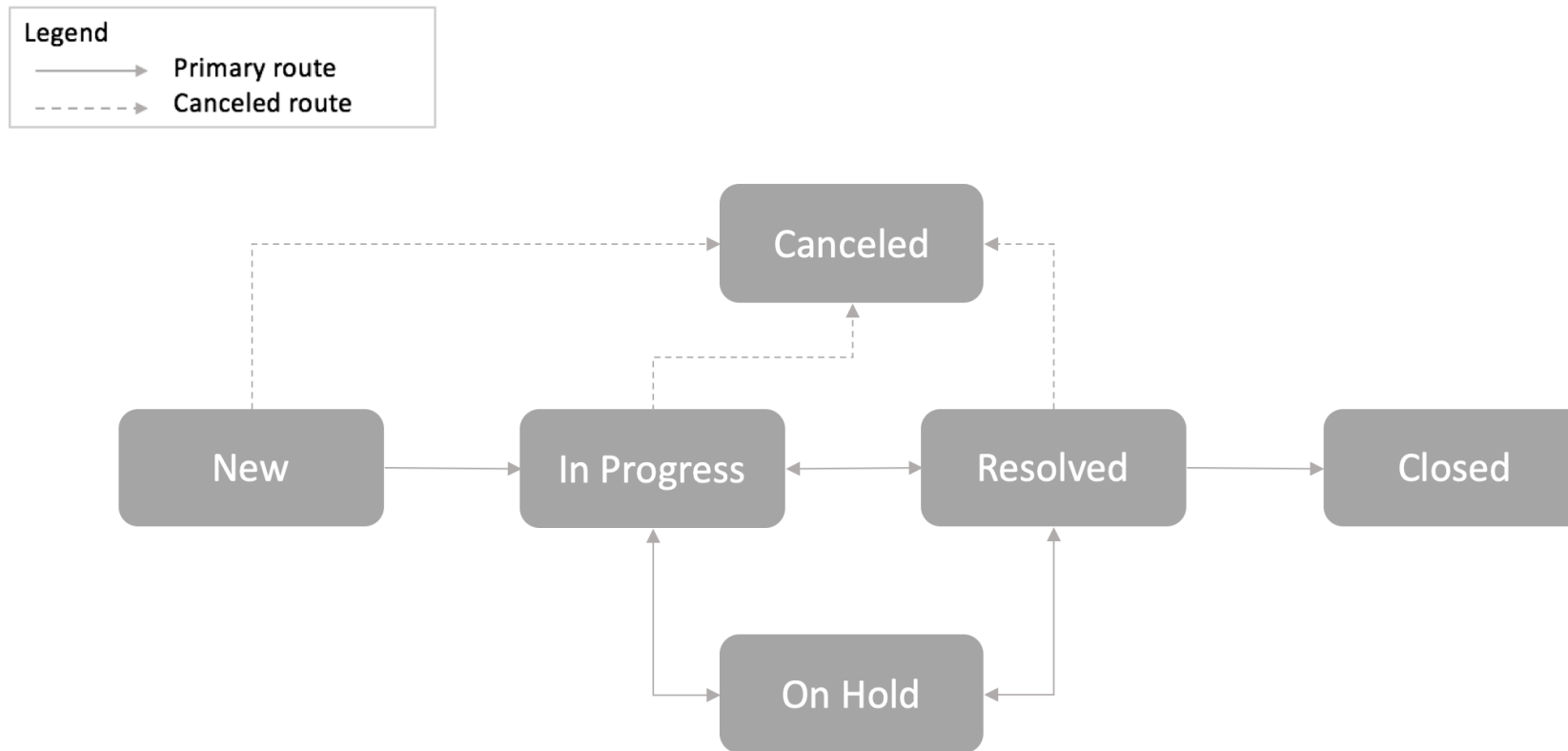
INCIDENT STATES

- New – Incident has been logged but not yet investigated

- InProgress – Incident is assigned and is being investigated

- OnHold – responsibility for the incident shifts temporarily to another entity to provide further information, evidence, or a resolution

- Resolved – a satisfactory fix has been provided for the incident to ensure that it does not occur again

- Closed – Incident is marked as closed after it is in the resolved state for a specific duration and it is confirmed that the incident is satisfactorily resolved

- Canceled – Incident was triaged but found to be a duplicate incident, unnecessary incident, or not an incident at all

INCIDENT MANAGEMENT BENEFITS

- Log incidents in the instance or by sending an email

- Classify incidents by impact and urgency to better prioritize work

- Assign to the appropriate groups for quick resolution

- Escalate as necessary for further investigation

- Resolve the incident and notify the user who logged it

- Use reports to monitor, track, and analyze service levels and improvement

INCIDENT MANAGEMENT DEMO

- Let's create an Incident!

PROBLEM MANAGEMENT

- Problem management supports the ITIL process used to find and fix the root cause of issues that result in incidents

- Problem management is responsible for managing the life cycle of all problems and preventing problems and resulting incidents from happening
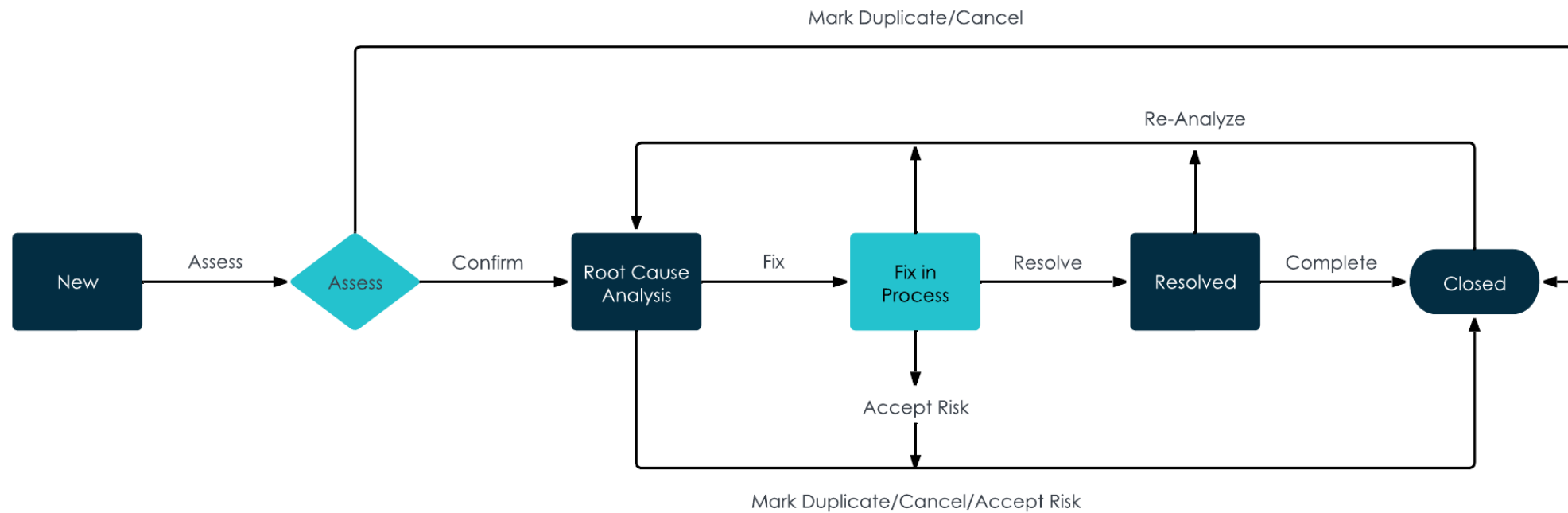
PROBLEM VS INCIDENT

Problem

- Problem management is the process of identifying, documenting, and remediating root causes and errors
- The unknown cause of one or more incidents
- Affects a larger audience (more than just one person)
- May be linked to multiple incidents
- Agents should create a problem if they see a recurring pattern on incident

Incident

- Incident management is the process of restoring service to normal as quickly as possible
- Any event that is not part of the standard operation of a service
- Causes or may cause an interruption in service
- May only affect one person
- End users should create an incident

PROBLEM MANAGEMENT DEMO

- Let's create a problem ticket and relate it to our previously created Incident ticket

CHALLENGE

- Scenario: the PetVet appointment scheduling system is experiencing outages this week. Clients have reported issues with booking appointments, leading to increased frustration and a rise in support calls. The IT team has temporarily resolved the issue for each incident, but the problem persists

- Task 1: Create 3(or more) incident records in your PDI to represent reported outages. Include details like:
  - An incident description that matches the scenario
  - Category = "Application"
  - Subcategory = "Scheduling"
  - Priority = "high"
  - Assign the affected user to an existing user record

- Task 2: Create a problem record
  - Describe the problem
  - Category = "Application"
  - Linked Incidents – Link the previously created incident records

- During what stage of the ITIL lifecycle does Incident and Problem management take place?

TERMINOLOGY

- INC – Prefix for Incident records

- PRB – Prefix for Problem records