

Improving Incident Management at iTech Corporation

iTech Corporation, a leading IT service provider, is working to improve its incident management processes to reduce service disruptions, enhance response times, and increase customer satisfaction. The company faces challenges in prioritising issues, allocating resources effectively, and resolving incidents promptly, which has led to delays and impacts on customer experience. To address this, the task involves identifying specific actions iTech should take, such as refining incident prioritisation and team assignments. The anticipated outcome is a set of recommendations to optimise incident management, leading to quicker resolutions, fewer disruptions, and a positive impact on customer satisfaction.

Key actions to enhance incident management and enhance service delivery

To streamline its incident management processes, iTech Corporation should focus on several key actions based on business process management (BPM) best practices.

These include:

- Automating routine tasks in the incident management workflow.
- Eliminating unnecessary steps.
- Integrating technology to improve time performance.

Specifically, automation can reduce the workload at the first level of support, eliminating repetitive tasks and enabling more efficient prioritisation and routing of incidents. Additionally, refining the sequence of tasks and applying integrated tools can cut down on the time needed for resolution at each support level. Together, these improvements are expected to decrease processing times, enhance service efficiency, and ultimately improve the customer experience (Pereira et al. 2021).

Anticipate improvements following the implementation of streamlined incident management process

The business can expect several improvements in service delivery and customer satisfaction by implementing streamlined incident management processes. Automating and refining these processes will reduce processing times, minimise errors, and lead to faster issue resolution. As activities in the initial support stages are automated, IT staff can focus on complex tasks, enhancing overall efficiency. This optimisation, alongside clearer performance metrics, such as time-based KPIs, allows for ongoing monitoring and adjustments to improve response accuracy. These advancements will likely increase customer trust, reduce the impact of disruptions, and improve satisfaction with more reliable and timely service delivery (Winkler & Wulf, 2019).

References:

Pereira, R., de Vasconcelos, J. B., Rocha, Á., & Bianchi, I. S. (2021) Business process management heuristics in IT service management: a case study for incident management. *Computational and Mathematical Organization Theory* 27(3): 264-301. DOI: <https://doi.org/10.1007/s10588-021-09331-2>

Winkler, T. J., & Wulf, J. (2019) Effectiveness of IT Service Management Capability: Value Co-Creation and Value Facilitation Mechanisms. *Journal of Management Information Systems* 36(2): 639–675. DOI: <https://doi.org/10.1080/07421222.2019.1599513>

