

MGMT 1222 – Assignment 4

Instructions: This is an individual assignment worth **6%** of the final mark. Assignment must be submitted in **PDF**.

Submission: DC Connect.

Incident Management and Problem Management

During Service Operation we covered Incident and Problem Management, the difference between incident and problem and the relationship between the two processes. In this assignment you will demonstrate your understanding of these processes through responding to the following questions. Answers must be in your own words (copying and pasting will result in 0 mark). Assignment should be minimum 1 page in length.

- What is the difference between an *incident* and a *problem* from ITIL perspective?
- Provide an example of an IT incident.
- Explain how could the incident in your example be handled as an incident only?
- Explain how could the incident in your example develop to be a problem?

Refer to your DC Connect for deadline. Good luck