

Incident Management - Foundation of IT Service Management

Themes	Primary Themes	Sub Themes
Submit financial statement	Incident management process	Submit financial statement
IT issues		IT issues
priority of the issue		record incidents and manage
find a solution for the issue		ensure status and impact
fixed the issue		dealing with incidents
close the issue		sources of incidents
restore services quickly IM		IM involvement
benefits of incident management		identify incident
how IM works		analyze incidents
resource and staff		understand nature of the problem
record incidents and manage		review causes
ensure status and impact		may consider root cause
visible process benefits to business		restore the services
prioritization		resolution, recovery and restoration
connection between service desk and incident management		close incident
dealing with incidents		close incident
sources of incidents		set rules to reopen incident
process and time management		breakdown incidents into different status
use documents to model		find a solution for the issue
reduce response time		fixed the issue
major incident - highest priority		close the issue
use specialized people		how IM works

notify relevant people		
IM process of incident	Incident need to be prioritized	priority of the issue
IM involvement		prioritization
identify incident		major incident - highest priority
log incident		prioritization time and affect bound
reduce communication problem		
benefits of incident records	output of IM depend on Time management	restore services quickly IM
benefits of incident categorization		process and time management
IM and Service Desk		reduce response time
prioritization time and affect bound		time management
analyze incidents		focus on effectiveness and efficiency
understand nature of the problem		
review causes	benefits of IM	benefits of incident management
may consider root cause		visible process benefits to business
restore the services		reduce communication problem
resolution, recovery and restoration		benefits of incident records
close incident		benefits of incident categorization
user satisfaction survey		
close incident		
user satisfaction survey	IM and other systems	connection between service desk and incident management
check completion of documentation		IM process of incident
set rules to reopen incident		IM and Service Desk
time management		IM and CMS
breakdown incidents into different status		IM and CMS
who are affected by IM		IM and SD

Imanager manage locally		IM and SLA
focus on effectiveness and efficiency		
develop system and provide information	IM and people	resource and staff
level 1 -service desk management		use specialized people
level 2 - technical skills, resolve incidents		notify relevant people
level 3 - specialized internal and external vendors (people)		user satisfaction survey
visibility the environment		user satisfaction survey
keep login is necessary		who are affected by IM
user need self-help resources and training		Imanager manage locally
need documented information- problems and error reports		level 1 -service desk management
IM and CMS		level 2 - technical skills, resolve incidents
IM and CMS		level 3 - specialized internal and external vendors (people)
IM and SD		user need self-help resources and training
IM and SLA		
	documentation is necessary	use documents to model
		log incident
		check completion of documentation
		keep login is necessary
		need documented information- problems and error reports

*This document is focused on the Incident Management (IM). IM is the process of identifying issues and finding a solution for an incident and fixing it as soon as possible. Analyze the issues, find what are the sources of incidents and causes will not be necessary to fix the issue. Good process of incident management includes closing the incident and setting rules for reopening the incident. Implementing tasks according to the priority provides efficient and effective result. Incident management system is connected with other systems such as CMS, SD and SLA. It is important that the management, specialized people, staff and users work together to produce a better outcome from incident management. It is a team work. Documentation is necessary to handle incident and good documentation provides lots of benefits to incident management.