

Significance of Incident Management

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ABSTRACT

This Paper outlines my views and understanding about Incident management which is a very crucial step in the process of IT service management under Service operations. It deals with restoration of service back to normal after in case of emergency failure or drop. Incident Management mainly focuses on minimizing the effect of irregular event on business activities. Incident management also works towards balancing the predefined service level agreements and service availability requirements during the occurrence of an incidence.

KEYWORDS

Service Level Agreement, Subject Matter Experts (SMEs), Incident Management Process

1. INTRODUCTION

Services defines the largest and the fastest growing sector of the developed countries economy in last few decades. There are many factors contributing to the rapid development in this sector such as changing customer expectations and behavior, modernizing of technology, evolution and diversifying of IT as an organization, growing competition in the market and lost cost manufacturing. These factors have complicated the relationship between business and IT to such a great extent both internally and externally that IT has become dependent on business strategies for its survival with the competitive market [1]. Therefore, IT organization need dedicated strategies to ensure delivery of values to the customers by maintaining efficiency and effectiveness. The service operation phase of ITIL provides guidance for achieving and maintaining operational stability by continuously seeking advancement in scope and design of services, customer expectation, business requirement or business-related services. The service operation dedicatedly works to keep the services and

processes up, maintaining its proper uptime for enhanced customer experience through deliver of agreed services. Managing daily operations becomes an important part in delivering of services as the strategy won't be useful if customers remains unsatisfied due to lack of any resource or capability in managing resources. There are several measures and strategies which can be adopted for effectively managing the IT support structure. One out of them is Incident Management which helps in upbringing the services in the case of emergency.

2. INCIDENT MANAGEMENT PROCESS FLOW

Incidence management flows the steps mentioned in figure 1 varying according to the type of incidence. It gets altered according the complexity or simplicity and so the steps are added.



Fig 1. Incident Management Process Flow

2.1 Reporting Incidence: Upon identification of any incidence, it must be reported to the incident management team using email, phone call, SMS etc. or can be reported using any of the self-service portal or instant messenger.

2.2 Bifurcating incidence: Depending upon the area of function, the Incidences are diverted to either business department or an IT department. This categorization helps in identifying the responsibility of a specific person or team to resolve the incidence optimally.

2.3 Setting their priorities: Once the categorization is done, incidences are assigned different priority depending upon the level of impact the incidence can cause to the business operations. Higher the priority means higher can be the damage to the company. Priority helps in reducing the negative effect an incidence can cause if it not dealt immediately. Therefore, it is denoted using different notations such as critical, high, medium or low.

2.4 Authority assignment: This helps in assigning the right incidence to the right person or team using stake holder matrix.

2.5 defining and managing task: Many incidences require more than one technician or a team to resolve the issue. In such cases, incidence management team creates a separate task to deal with the incidence and resolve it. Each defined task has multiple sub task to make things easy and manage it efficiently.

2.6 SLA management and Transfer: In order to minimize the negative impact of any incidence, it must be resolve in minimum time or within a given time frame. For this to happen service level agreements are defined where breaching an SLA would cost a lot to either a vendor or a department within the company leading to escalation.

2.7 Incidence Solution: The technician would resolve the SLA within the given time frame. In complex scenarios, the technician ensures to inform about the delay and the corresponding actions.

2.8 Resolution of an incidence: If an incidence is successfully resolved and accepted by the customer, it would be closed. If in case the customer is not satisfied, the incidence will be opened again and be again assigned to a new technician.

3. BEST PRACTISE TO IMPLEMENT INCIDENCE MANAGEMENT

Executing incidence management is full of risk and challenges as it requires approval from both business and IT group agreeing upon the same terms and conditions identified for resolving the incidence effectively. Hereby mentioned are the steps which need to be followed to implement incidence management.

3.1 Understand As-Is Incidence management: This step defines the importance of understanding current incidence management process for analyzing the duration of current process. This works as the baseline in enhancing the process for reaching up to the desired future state. It helps in identification of sub processes and corresponding task which may become problem in future.

3.2 Understand the To-Be vision of incidence management: It stands equally important to understand future vision to better identify the target and hence the maturity level. This vision acts as a benchmark for improving the current incidence management to till this level for fulfilling the business objectives.

3.3 Conduct of GAP Analysis: A GAP analysis is performed for identifying the flaws in the solution provided which can acts as solution requirement in implementing durable and long-lasting solution to incidence management.

3.4 Develop Roadmap: A roadmap is designed based on requirements identified during gap analysis which helps in determining the activities, efforts in terms of time and cost, process and tools to implement the To-Be incident management process.

3.5 Implement Project: For executing the incidence plan, a project layout is required which covers the time, human resource, cost, risk required for implementing a successful incidence management. Continuous monitoring and testing of requirement is required for efficiently communicating and engaging the stakeholders.

4. CONCLUSION

This concept paper describes about an important phase of Service Lifecycle known as Service Operation and Incident Management. A well planned and strategized service, if fails can cause a lot to the business which makes it necessary to regularly monitor the daily activities and process to keep the services intact. If any service gets affected, it should be restored to the earliest without causing much impact over the business with the help of Incidence Management Process.

5. REFERENCES

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