



Welcome!

If I Knew Then What I Know Now...

Incident Management



Drew Lapatin
@ITSMAcademy

We are doing something different today...

Let's play a game! Please download the Ping virtual keypad.

- **Mobile** – www.c3ping.com/mobile
- **Windows** – www.c3ping.com – download keypad
- **Ping ID** – **5381**



PING
Virtual Keypad Application
(For your desktop and mobile devices)

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PING Setup Instructions:

[PING EXE Mode](#) (3MB)

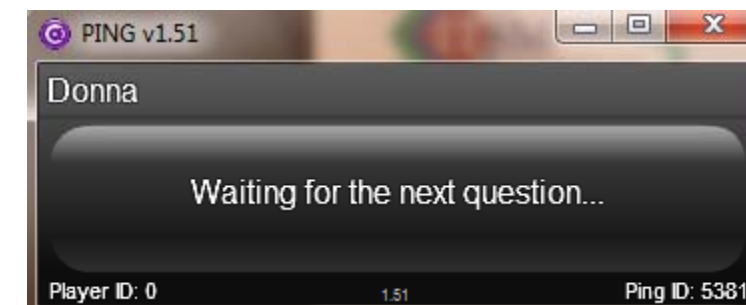
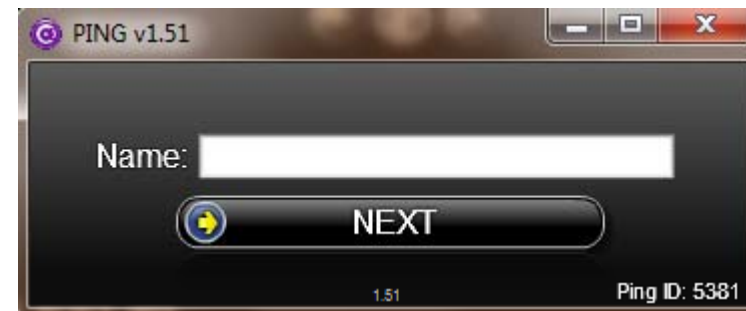
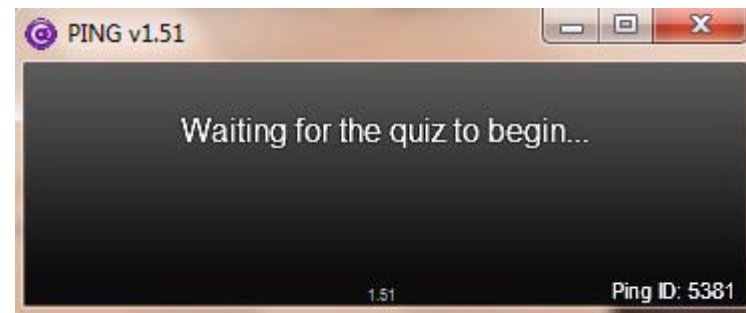
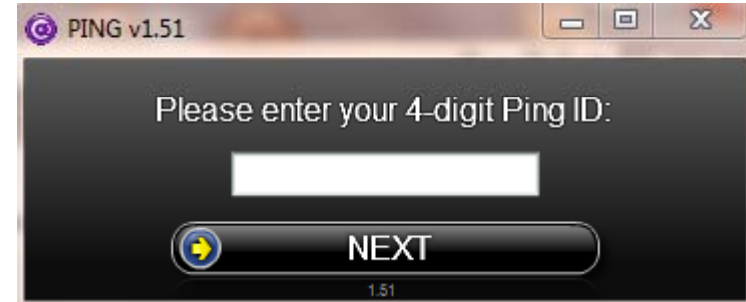
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Ping Virtual Keypad

- Ping ID – 5381
- Wait for it...
- Submit your name
- Wait for it...



About ITSM Academy



- Accredited Education
 - ✓ Certified Process Design Engineer (CPDE)[®]
 - ✓ ITIL[®] Foundation
 - ✓ ITIL Capability (OSA | PPO | RCV | SOA)
 - ✓ ITIL Lifecycle (SS | SD | ST | SO | CSI)
 - ✓ ITIL Managing Across the Lifecycle (MALC)
 - ✓ ISO/IEC 20000 Foundation & Bridge
 - ✓ MOF Foundation
- Practical, Value-Add Workshops
 - ✓ Building Blocks, Roles, Service Catalog, etc.
 - ✓ ITIL, MOF, ISO 20K Overviews
 - ✓ Apollo 13, Visible Ops: The Class
 - ✓ And more!
- Since 2003 - *Tens of Thousands Trained and Certified*
- Public Classes throughout U.S.
- Corporate On-Site Classes
- Virtual Classes
- Courseware Licensing
 - ✓ Corporate & Partner (GEM)
- Alumni Program
- PMI Global Education Provider
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Welcome!

Your Presenter – Drew Lapatin



- ITIL® Expert, Certified Process Design Engineer
- Former president HDI South Florida Chapter
- 25+ years in IT management

“...I really enjoyed his teaching style. Not only does he pay attention to specific needs of students but strives to create an open and engaging learning environment.”



Agenda



- **What we learned then:** a review of basic Incident Management concepts
- **What we know now:** practical advice for overcoming common Incident Management challenges
- **Next steps**
- **Game:** Who wants to be a Incident Manager?

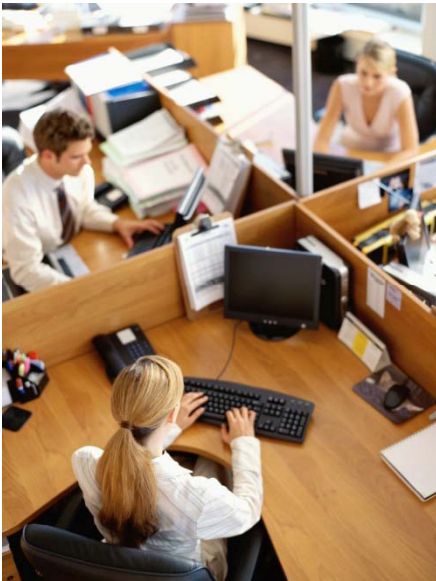
Thanks for joining us today.
Please use the chat feature to send in your questions.



What We Learned Then

What is an Incident?

An incident is any unplanned interruption to an IT service or reduction in the quality of an IT service.



Incidents may be recognized by

- Users (usually via the Service Desk)
- Technical staff
- Event monitoring tools
- Third-party suppliers

Incident Management includes events that disrupt, or could disrupt a service.

Incident Management Purpose and Objectives

Incident Management restores normal service operation as quickly as possible to minimize business impact and ensure that agreed levels of service quality are maintained.

- Use standardized methods and procedures
- Increase visibility and communication of incidents to business and IT support staff
- Enhance business perception of IT
- Align Incident Management activities and priorities with those of the business
- Maintain user satisfaction with the quality of IT services

‘Normal service operation’ is where services and their CIs are performing within their agreed service and operational levels.

Incident Management Scope



Incident

- Application
 - ✓ Service not available
 - ✓ Application bug/query preventing work
 - ✓ Disk-usage threshold exceeded
- Hardware
 - ✓ System down
 - ✓ Automatic alert
 - ✓ Printer not printing
 - ✓ Configuration inaccessible

Not an Incident

- Informational or normal operation events
- Service requests (e.g., requests for information or a standard change)

Events and service requests are handled by the Event Management and Request Fulfillment processes.

Value to the Business



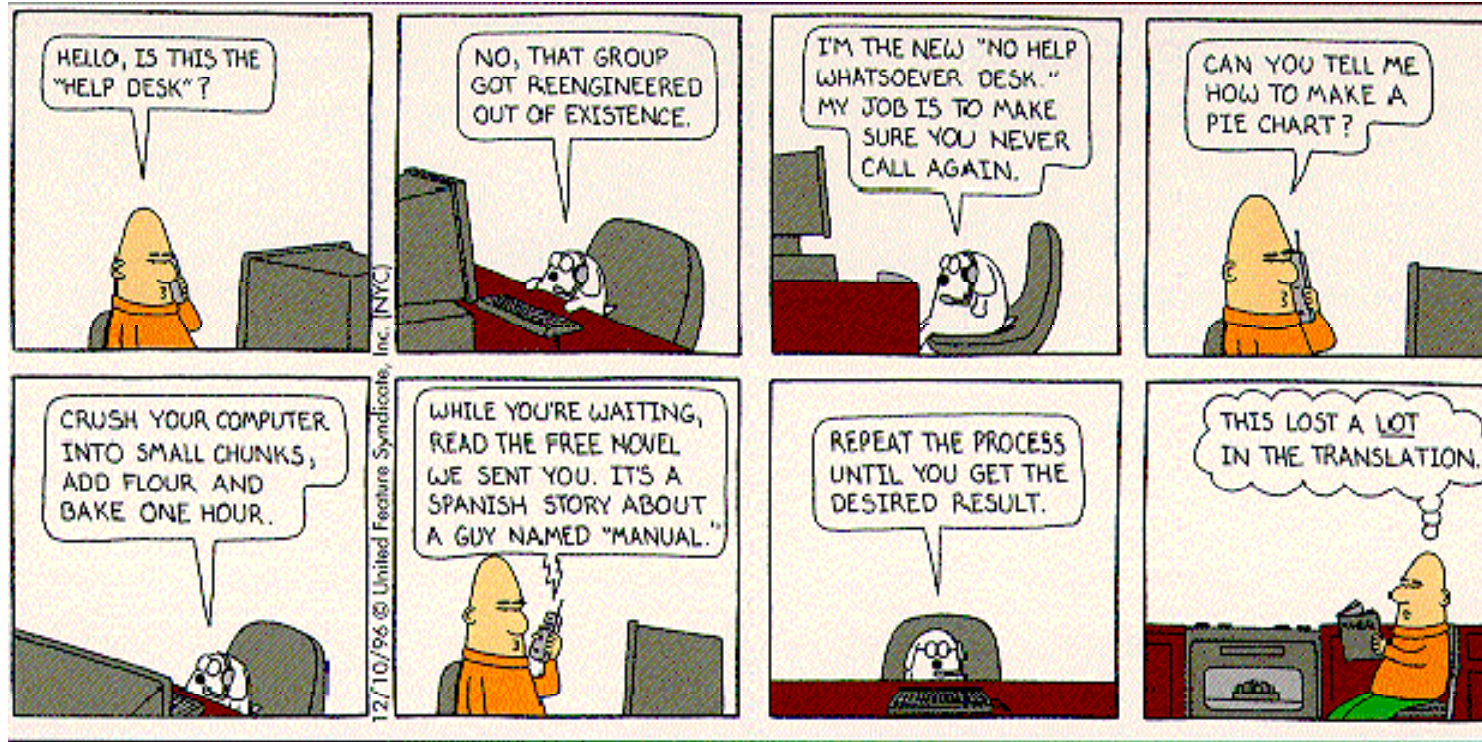
- Incident Management is highly visible to the business
- Value includes the ability to
 - ✓ Reduce unplanned labor and costs caused by incidents
 - ✓ Detect and resolve incidents that reduce downtime
 - ✓ Align IT activity to business priorities
 - ✓ Identify potential service improvements
 - ✓ Identify additional service or training requirements

Incident Management is often one of the first SM processes to be implemented and can help justify other processes.

A horizontal bar consisting of a red square on the left and a dark blue rectangle on the right. The text "What We Know Now" is written in white on the blue part.

What We Know Now

What does your customer think?



Incident Management is highly visible to the business and is where most first impressions of the IT organization are created. What impression are you creating?

Common Incident Management Challenges



- Confusing incidents, problems and requests
- Incident Management/Service Desk is not viewed as critical to the IT support organization
- Inability to deliver adequate well trained resources
- Lack of integration with other ITSM processes
- Insufficient information

Confusing Incidents, Problems and Requests

- Incident Management focuses on restoration
- Problem Management focuses on prevention
- Request Fulfillment sources and delivers components for standard services
- They all may share resources but should have different process managers



Incident, Problem and Request fulfillment management will often share the same tool and knowledge sources.

Incident Management not a critical process?



- Single point of contact for users when service disruptions occur
- Point of coordination for several IT groups and processes
- Lower down time to the business, means higher availability of the service
- Ability to identify potential improvements to services

Customer satisfaction must be maintained. Adequate customer oriented and technically trained support staff must be available.

Inadequate well trained resources

- Staff must
 - ✓ Be aware that they are there to “provide service” to the business
 - ✓ Be trained in how to deliver and support IT services from a technical perspective
 - ✓ Have the ability to develop the competency to deal with and manage customer relationships
 - ✓ Understand how customers use IT services and how value is generated by their use.



“Someone calling themselves a customer says they want something called service.”

Incident Management Relationships



- **Service Level Management**
 - ✓ Defines measurable responses to incidents
 - ✓ Uses incident data to measure responses and initiate SIPs
- **Availability Management**
 - ✓ Uses incident data to measure availability and identify improvements
- **Capacity Management**
 - ✓ Uses incident data to trigger monitoring of performance problems
- **Information Security Management**
 - ✓ Uses incident data to determine effectiveness of security measures
- **Change Management**
 - ✓ Implements workarounds and resolutions
 - ✓ Uses incident data to check the success of changes
- **SACM**
 - ✓ Provides data used to identify and handle incidents
 - ✓ Incident Management helps maintain and audit CMS
- **Problem Management**
 - ✓ Handles underlying problems that cause incidents
 - ✓ Solves problems to prevent and quickly resolve incidents
- **Access Management**
 - ✓ Uses incident data to investigate access breaches

Lack of Information

Effective Incident Management is dependent upon accurate information in configuration, change and prior incident and problem records.

- Record *all* incidents in separate records with unique identifiers
- Join incident records to related problem, changes and configurations
- Require accurate and complete incident resolution details in each record
- Ensure proper categorization
- Provide access to other information such as the KEDB, diagnostic scripts and workarounds



Conclusion



***Communication
and Teamwork***

- Successful Incident Management relies on
 - ✓ Recognition of its business benefits
 - ✓ Sufficient resourcing, time, information and training
 - ✓ Knowledge and application of proven methods and techniques
 - ✓ Integration with other process and functions.



Who Wants to Be a Incident Manager?

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Questions?

