

Incident Management

Process and Procedures Guide

Consulting Cloud Preview

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1 Introduction

1.1 Document Purpose

The purpose of this document is to describe the Incident Management process used within Vendor X.

1.2 Document Scope

The scope of this document is limited to the following:

- Definition of the high level process flow for Incident Management including the following sub-processes:
 - Incident Management Hierarchical Escalation Process
 - Major Incident Management Procedures
- Definition of roles and responsibilities required to support the defined process.

1.3 Legend

Within this document the following reference standards will be used:

Item	Standard Presentation in Document
Field values/contents (including closure codes) within a Service Desk Software record.	Will appear in Violet/Bold/Title Case text. (e.g. Set the field as Successful).
Field names, navigation bar selections or work info type within a Service Desk Software record.	Will appear in GREEN/BOLD/UPPER CASE text. (e.g. Check the OUTAGE REQUIRED field of the CR).
Reference (and hyperlink) to a documented procedure within the process.	Will appear with sequence number in Blue/Bold/Title Case text. (e.g. 300.2 Log Change Record . Hyperlinks are also underlined, <u>300.2 Log Change Record</u> .)
Action buttons within a Service Desk Software record.	Will appear in Black/Bold/Title Case text. (e.g. Save and Close).
Reference to a tab within a Service Desk Software record.	Will appear in Black/Italics/Title Case text. (e.g. <i>Work Details</i> tab).
Reference (and hyperlink) to further information within this document.	Will appear as Black/underlined text. (e.g. From the System incident raise an <u>Emergency Change</u>).

Note: All categories, statuses and controlling parameters for the process are current in this document at the time of release. This document should not be substituted for operational documentation and the Change Manager should be consulted to confirm currency of information.

2 Incident Management

Definition

The Incident Management process operates in accordance with the ITIL Version 3 guidelines. Incident Management (also known as Incident Control) is the process of identifying, recording, classifying and progressing incidents until affected services return to normal operation.

Incident

An **Incident** is defined as:

- Any event which is not part of the standard operation of a Vendor X controlled service, and which causes (or may cause) an interruption to, or a reduction in, the quality of that service

Note: this definition also applies to Major Incidents. However, the process used to manage Major Incidents is different.

Request for Service

A **Request for Service** is defined as:

- A customer requesting a defined operational service e.g. Moves, Adds, Deletes and Change Requests.

Note: This process is outlined in the Request Fulfillment Process Guide.

Goals and Objectives of Incident and Problem Management

It is important to differentiate between Incident Management and Problem Management.

ITIL defines the goal of Incident Management as *"to restore normal service operation as quickly as possible, and minimize the adverse impact on business operations"*.

The objective of Problem Management is to resolve the underlying root cause of the service loss.

Workaround

A Workaround is defined as:

- A temporary fix or avoidance which enables a service to be restored. It is not the final resolution of the root cause underlying the Incident.

Known Error

A Known Error is defined as:

- An Incident against, or identified deficiency in a Configuration item, for which the Root Cause is known, and a Workaround is available.

Known Problem

A Known Problem is defined as:

- An Incident against, or identified deficiency in a Configuration item, for which the Root Cause is not known, but a Workaround is available.