

# Improving incident management communication

## Process for customer communication

*An incident is an event which is not part of the standard operation of a service and which causes, or may cause an interruption to, or a reduction in the quality of that service. – ITIL incident definition*

We recognize the importance of keeping its customers well informed about IT issues that affect their work. In the event of an incident which causes disruption to customer services, the Incident Manager should coordinate communication to customers in consultation with the appropriate Service Delivery Manager. The purpose of this document is to outline the communication requirements and considerations in the event of a technical incident.

### Background

As with all customer communication, incident communication should be timely, clear, user-friendly and accurate. Severity 1 Incidents by their nature require urgent or priority work, however, special consideration needs to be given to the content of the message and the timing. It is important to have a clear understanding of the basics of the incident before sending out mass communication. Consider the following points:

- What services are affected
- When was the issue reported
- Who is affected
- What work is being undertaken to resolve the issue
- When is the issue anticipated to be resolved and when is the service going to be available
- What is the impact to the customers work
- What is required of the customer in order to restore the service.

Example of incident communication

#### Customer Bulletin: URGENT Internet outage Thursday morning, 12 June 2008

We wish to advise that we are currently experiencing an outage of internet services.

This means that:

- There is no access to the internet for web browsing;
- Both inbound and outbound external email is being delayed;
- All external web sites are unavailable;
- Intranet access may time out; and
- All external Citrix access is also unavailable

The Network and Security Services team is working on resolving the issue with the service provider.

We will advise all staff via the bulletin board when service is restored, via an email bulletin.

Please contact the IT Service Center (insert telephone number) if you require any further information about this outage.

## Method and processes

The diagram below shows the current incident management process and communication activity.

