

Incident Management
Maturity Assessment

Consulting Cloud Preview

Incident Mgt Maturity Assessment

Document Change Control

Version	Date of Issue	Author(s)	Description of changes

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1 Process Goal

The primary goal of the Incident Management process is to restore normal service operations as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. 'Normal service operation' is defined here as service operation within Service Level Agreement (SLA) limits.

1.1 Subgroups

1.1.1 General & Management reporting

What level of control is there over the entire process? How is information used? The information supplied by Incident Management is intended to provide insight into the operation of the Incident Management and the quality of the service provision.

1.1.1.1 Questions covered by the Assessment

- Is the responsibility for the Incident Management process formally established in the organization?
- Are Incident Management reports generated and distributed? And if so, what are they used for?
- Do any activities occur that are aimed at determining the quality of work supplied by Incident Management?

1.1.2 Detection and registration

Incident detection and registration is the first and most basic step for incident management. Detection can be done by end-users, reporting incidents to the Service Desk. It can also come from other IT departments, and automated monitoring and event management systems.

This subgroup focuses on incident detection, registration, and classification

1.1.2.1 Questions covered by the Assessment

- What is considered to be an incident?
- What sources of incidents are recognized?
- Are the incidents notified registered?
- Is there a tool for this registration?
- Are guidelines used for registration of incidents? What is the quality?
- How much of the registered data is actually used by the IT organization?
- Can category codes be assigned to new questions and incidents? (the category code indicates which types of questions or incidents have arisen)
- Are incidents prioritized, and if so, how?

1.1.3 Initial support, investigation and diagnosis

The purpose of Incident Management is to restore services as quickly as possible. Initial support is the first step; matching incidents, investigating the incidents, and performing proper diagnosis are the basic activities.

1.1.3.1 Questions covered by the Assessment

- To what extent does the registration system contribute to the control of the Incident Management process (progress control)?
- How are incident records updated?