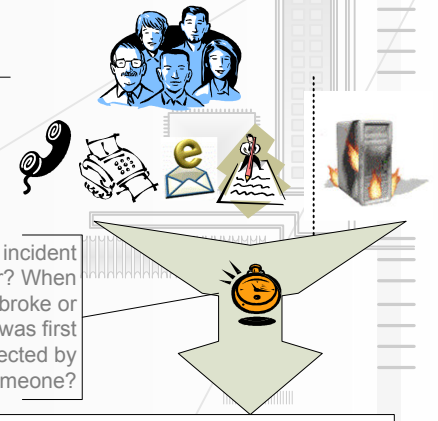


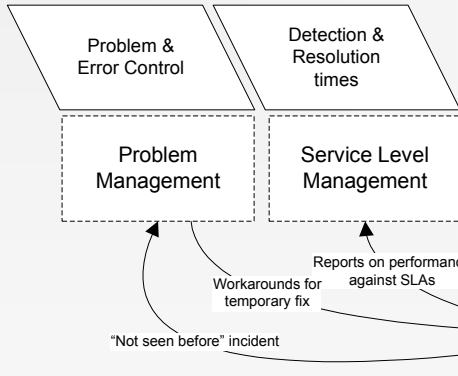
Incident Management Process Flow

Whatever the mechanism of reporting or capturing data there is a requirement for people and systems to be able to report - to a pre-designated point - when things go wrong.

We call the "pre-designated point" the Service Desk and the "things that go wrong" are incidents.



When did the incident occur? When something broke or when it was first detected by someone?



"Not seen before" incident

Workarounds for temporary fix

Reports on performance against SLAs

SLA details re: expectations

The Service Desk and Incident Management Process Owner can be the same person.

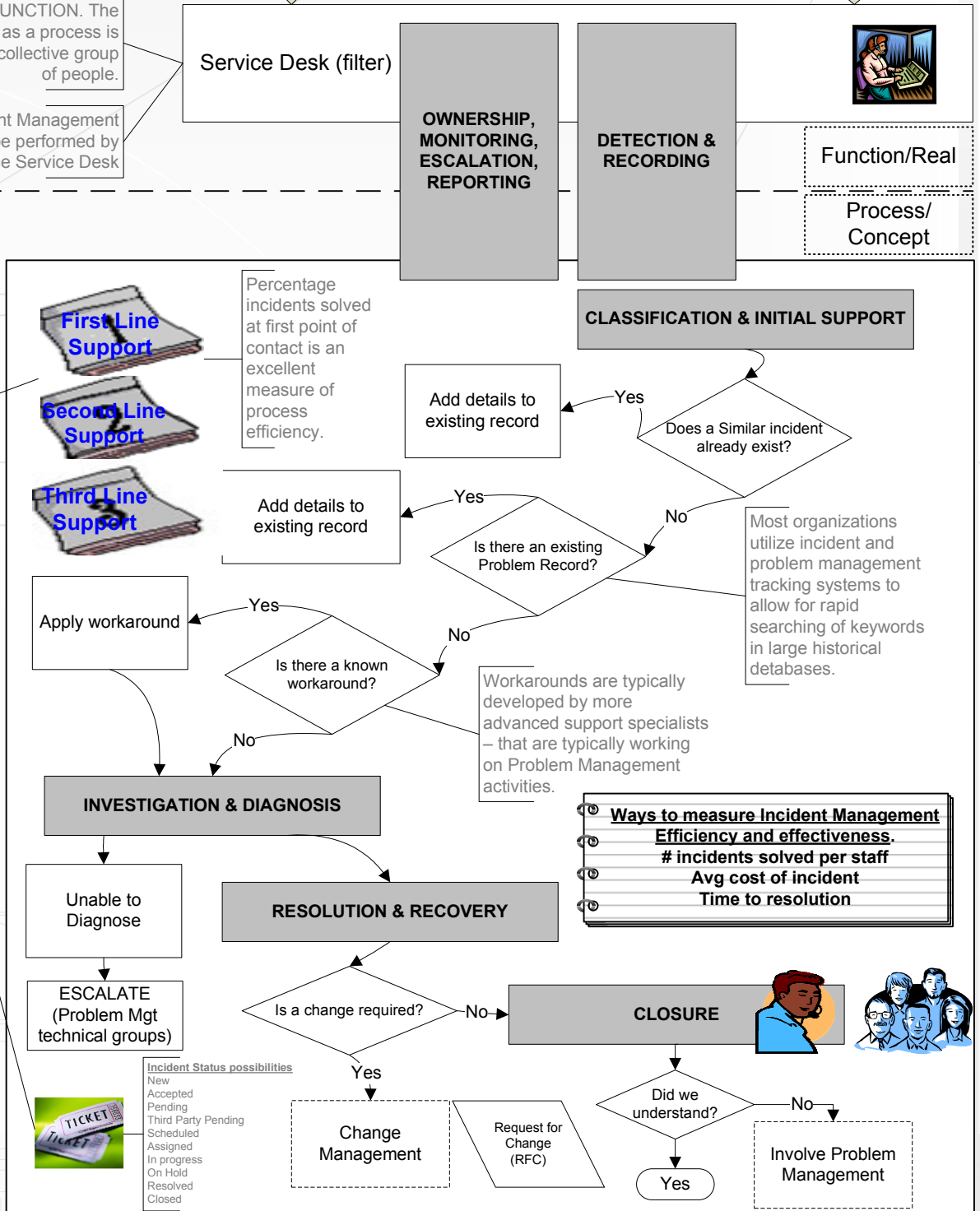
The Service Desk is a FUNCTION. The reason it is not referred to as a process is that the Service Desk is a collective group of people.

Some or all of the Incident Management process activities can be performed by people on the Service Desk

Differing levels of support is a sign that an organization has a complex environment with many end-users. The number of levels is typically no more than three (with the third level often being an EXTERNAL/third party). Quite often the "first line support" is conducted by the Service Desk staff - except in instances where the Service Desk acts as a call centre.

The 'incident ticket' is the method of monitoring and tracking incidents. The ticket should contain:

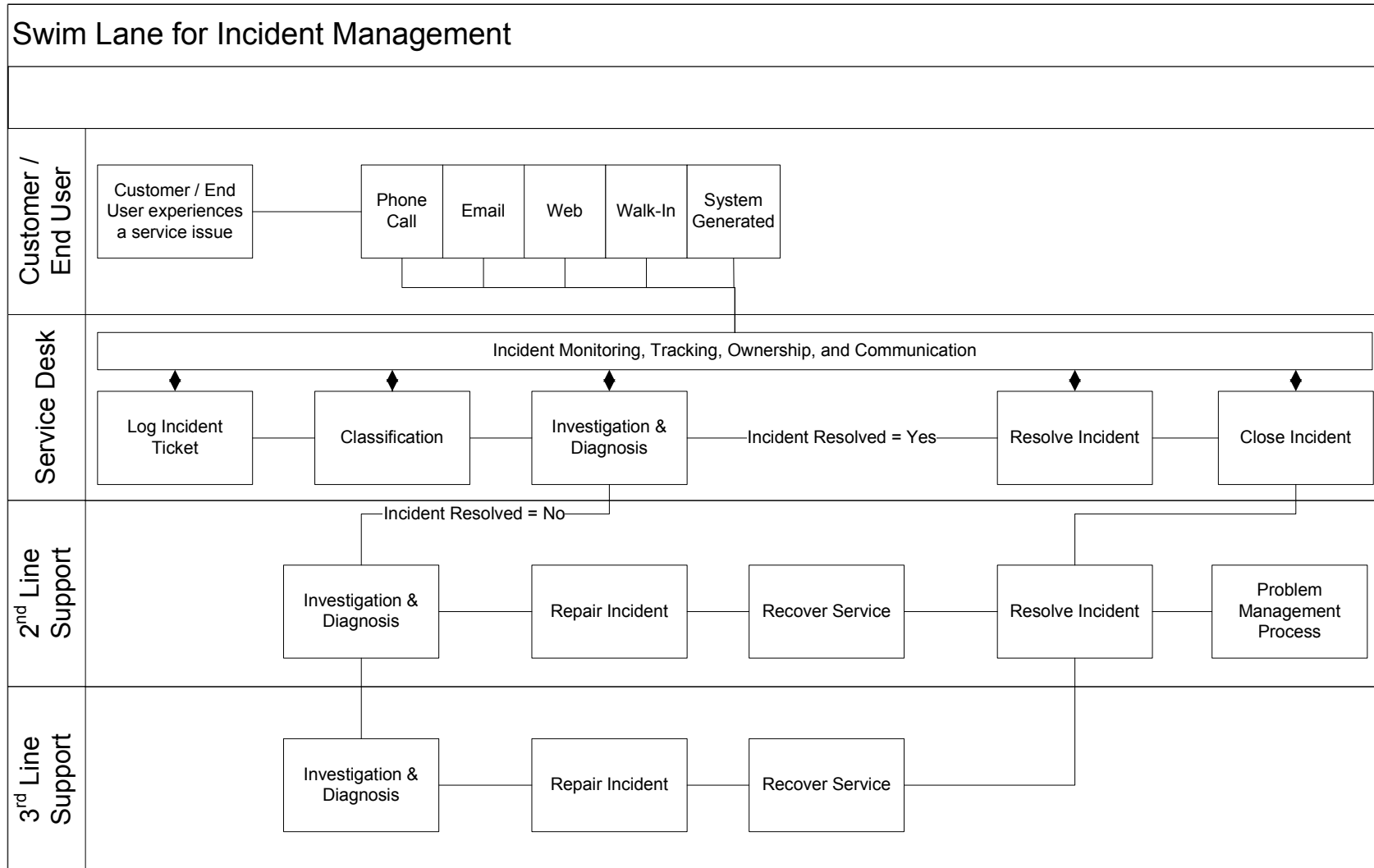
- System assigned ID
- Date
- Logged
- Resolved
- Closed
- Caller/Service
- Symptom
- Affected Service
- SLA ID
- Category
- Priority/Urgency/Impact
- Description field
- Symptom
- Work around
- Resolution
- Affected Configuration
- Item
- INCIDENT STATUS
- Incident type
- Failure
- Service Request
- How to...



Important note:
Internationally recognized flowchart symbols are used when their use is unambiguous



This flow chart prepared by The Art of Service as a representative example. Errors and Omissions Excepted



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 The Art of Service
 as a representative example.
 Errors and Omissions Excepted