

Incident management

What is incident management?

Incident management (IM) is an IT service management (ITSM) process area. The first goal of the incident management process is to restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.



The steps of incident management process as follows:

Step 1 : Incident logging.

Step 2 : Incident categorization.

Step 3 : Incident prioritization.

Step 4 : Incident assignment.

Step 5 : Task creation and management.

Step 6 : SLA management and escalation.

Step 7 : Incident resolution.

Step 8 : Incident closure.

Incident Management Steps



The main challenges in the Incident management are:

- Constantly increasing Alert and Event Noise
- Complex and Lengthy IT Problem Resolution Process
- Lack of context about the incident
- Lack of prioritization

The IT related benefits of Incident Management are:

- Improved monitoring and measurement of performance against SLAs
- Enhanced Management Information regarding service quality
- Improved staff utilisation / increased efficiency
- Lost / incorrect Incidents / service requests eradicated
- Increased user / customer satisfaction

What Is the Primary Objective of Incident Management?

- To automatically detect service-affecting events.
- To restore normal service operation as quickly as possible
- To minimize adverse impacts on business operations.
- Ensure that agreed levels of service quality are maintained.
- Increase visibility and communication of incident to business and IT support staff.

Advantages of Incident Management



1. Scope of Improvement

The incident management software assists in several ways e.g. how much time is taken to find a resolution for an incident, what the approximate time is to resolve an incident, and most importantly, how to minimize the time taken to close the issue. These analytic will assist in ticket closure tickets at the earliest.

2. IT Service Management Documentation

Shareholder and business stakeholders need information and documentary proofs to know how the incident management software provided assistance in reducing restoring time and ensuring customer satisfaction. Such reports are set up with the complaint ticketing system.

3. Visibility and Transparency

A ticketing system is a significant part to offer visibility and transparency. It is utilized to facilitate and encourage the interchange of communication between the IT division and any staff or clients who have experienced the problem. So, what is the need of enhancing visibility and transparency? The main reason is that it assists in managing realistic expectations.

4. Enhanced Efficiency

No matter how resourceful an organization is, Incident management software has the ability to increase productivity and it is one of the best advantages of an incident management. An organization may have countable or too many assets. When an organization is equipped with ticketing management software, there need not be any room for presumptions about the issue. The right steps are taken to rectify the issue.