

Incident Management

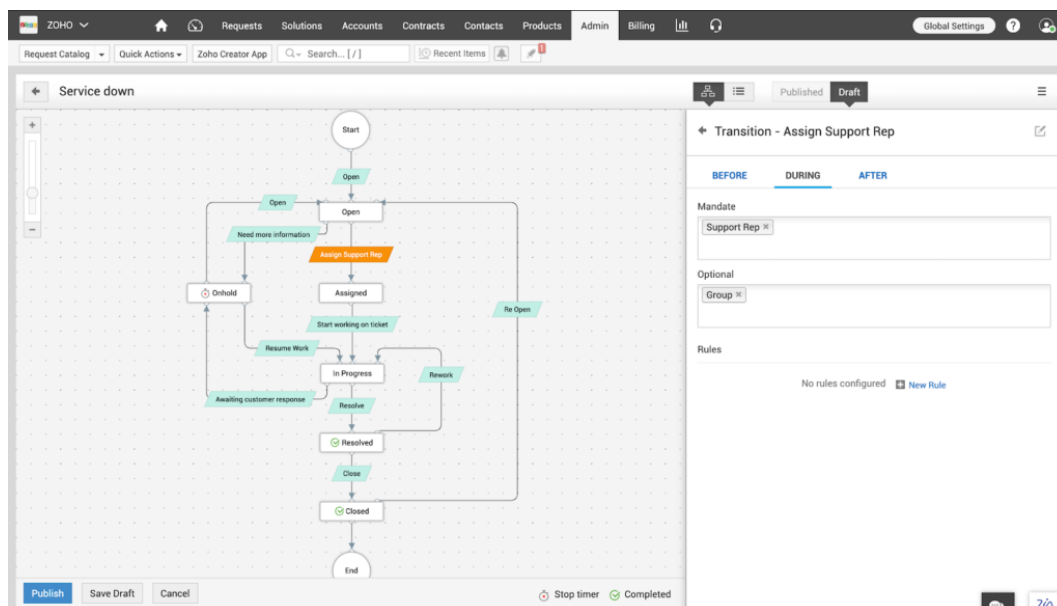
An incident management process is a set of procedures and actions taken to respond to and resolve critical incidents: how incidents are detected and communicated, who is responsible, what tools are used, and what steps are taken to resolve the incident.



Incident managers work to manage the lifecycle of all unplanned interruptions, malfunctions, and quality reductions of provided IT services. Their main goals are to follow incident management protocols and restore provided IT services to normal operation as quickly as possible.

TOOLS IN INCIDENT MANAGEMENT

1. ManageEngine ServiceDesk Plus



2. Zendesk

The screenshot shows the Zendesk interface with a sidebar on the left containing navigation options like 'Views', 'WhatsApp conversations', and 'Returns'. The main area displays a list of tickets under the 'Returns' category. The table below represents the data shown in the screenshot:

ID	Subject	Channel	Ticket form	Requester	Requested	Assignee
#2138	Chat with Visitor 1570139948	Web form	Returns	Jane Dough	Oct 03	Imaadh E
#2137	return policy	Web form	General Request	Courtney Barnett	Oct 03	-
#2132	return policy	Web form	General Request	Courtney Barnett	Oct 03	-
#2092	Return (Bergman)	Web Widget	Returns	Sarah Johnson	Sep 25	-
#2080	Hi, could you help me with my new shoes? They don't fit...	WhatsApp	General Request	Peter Talby	Sep 24	Peter Tal
#1923	Hi, could you help me with my new shoes? They don't fit. I need a replacement.	WhatsApp	General Request	JP	Sep 06	Daniel R
#1733	Hi, could you help me with my new shoes? They don't fit. I need a replacement.	WhatsApp	General Request	Mariana Portela	Aug 07	Daniel R
#1711	Hi, could you help me with my new shoes? They don't fit. I need a replacement.	WhatsApp	General Request	Renato Rojas	Aug 05	Abhi Bas
#1532	Latest comment	WhatsApp	General Request	Sample customer	Jul 11	Santhos
#1441	Latest comment	WhatsApp	General Request	Phillip Jordan	Jun 24	-
#1306	To learn more about our returns policy, please visit our help center page here: https://z3n-showcase.zendesk.com/hc/en-us/categories/360000313031>Returns-Exchanges	WhatsApp	General Request	Franz Decker	May 28	-
#1150	Latest comment	WhatsApp	General Request	John Customer	Apr 08	-
#1149	Can I return my shoes?	Web Widget	Returns	Emily Customer	Apr 08	-
#1142	Return	Web Widget	Returns	Jane Dough	Apr 04	-

3. SolarWinds Service Desk

The screenshot shows the SolarWinds Service Desk dashboard with various widgets. The 'Incidents By Category' widget shows a bar chart with the following data:

Category	Count
Hardware	20
(Not Set)	15
Applications	14
Documentation	3
Office	3
Information Technology	3
Building Maintenance	3

The 'Computers By Category' widget shows a donut chart with the following data:

Category	Count
Mac Laptop	10
Server	2
Laptop	1

The 'Active Incidents By State' widget shows a donut chart with the following data:

State	Count
New	16
Assigned	32
New User Comment	2
Awaiting User Input	1
On Hold	9
Pending Approval	6
Approved	3

4. HaloITSM

The screenshot shows the HaloITSM interface with an incident detail view. The incident ID is 0002137. The incident was opened by Steve Johnson (You) on 10/09/2019. The incident is assigned to Steve Johnson (You). The incident details include a welcome message and instructions for using the software. The end-user details include the name Steve Johnson, email address steve.johnson@haloitism.com, and phone number 01234 567890.

5. Jira Service Desk

The screenshot shows the Jira Service Desk interface with a list of open tickets. The interface includes a navigation sidebar on the left with categories like Queues, Service requests, Incidents, Problems, Changes, OPERATIONS, Services, Alerts, On-call, KNOWLEDGE & WISDMTS, Reports, CHANNELS & PEOPLE, and Project settings. The main area displays a table of tickets:

Request Type	Key	Summary	Reporter	Assignee	Status	Created	Time to resolve
Request admin access	IT534-1324	Admin access to Jira	Polly ProductManager	Sammy Serv...	WAITING FOR SUPPORT	24/Sep/20	-15m
Report a system problem	IT534-1342	Bancify Inc is slow	Serena ServiceDeskManager	Sammy Serv...	WORK IN PROGRESS	26/Sep/20	3h 44m
Report a system problem	IT534-1339	Can't access PDS System	Sammy ServiceDeskAgent	Sammy Serv...	WORK IN PROGRESS	26/Sep/20	3h 44m
Report broken hardware	IT534-1333	Can't access webcam	Daral DevManager	Sammy Serv...	WORK IN PROGRESS	26/Sep/20	3h 44m
Report a system problem	IT534-1331	Can't access Trella	Sammy ServiceDeskAgent	Serena Serv...	WORK IN PROGRESS	26/Sep/20	3h 44m
Request admin access	IT534-1338	Admin access to Jira	Polly ProductManager	Sammy Serv...	IN PROGRESS	26/Sep/20	7h 44m
Get a guest with account	IT534-1337	Guest access	Darla DevDirector	Sammy Serv...	IN PROGRESS	26/Sep/20	7h 44m
Request new software	IT534-1336	Add Office to Mac	Sammy ServiceDeskAgent	Serena Serv...	IN PROGRESS	26/Sep/20	7h 44m
Request new hardware	IT534-1335	Need new keyboard	Sandeeep ServiceOwner	Serena Serv...	IN PROGRESS	26/Sep/20	7h 44m
Set up VPN to the office	IT534-1334	VPN Access	Christy ChangeManager	Serena Serv...	IN PROGRESS	26/Sep/20	7h 44m
New mobile device	IT534-1332	Need a new iPhone	Dante Developer	Sammy Serv...	WAITING FOR APPROVAL	26/Sep/20	7h 44m
Get IT help	IT534-1330	Help setting up my VPN	Carly ChiefExec	Sammy Serv...	IN PROGRESS	26/Sep/20	7h 44m
Investigate a problem	IT534-1343	Investigate website slow response	Sammy ServiceDeskAgent	Sammy Serv...	UNDER REVIEW	26/Sep/20	

6. NinjaRMM

The screenshot shows the NinjaRMM dashboard. It features a search bar at the top, a navigation sidebar on the left, and a main content area with several widgets:

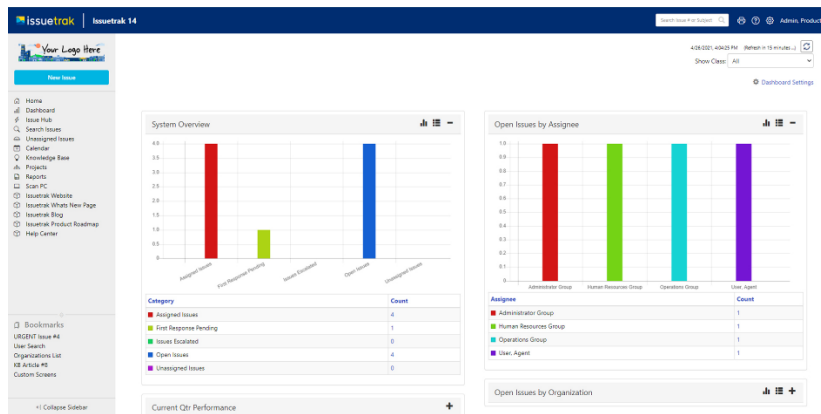
- DASHBOARD:** Getting Started, Organizations (4), Software, OS Patches.
- Filter by Organization Name:** Clean Teeth DDS (3 servers, 7 desktops, 3 remote), Best Health Physician Group (2 servers, 22 desktops, 15 remote), Regional Autosales LLC (16 server, 63 desktops, 5 remote), Software Development Inc (1 server, 5 desktops, 1 remote), Internal Infrastructure (1 server, 1 VM Host, 23 VM Guests), Najera Construction Inc. (1 server, 4 desktops, 4 cloud), Maine Manufacturing Inc (1 server, 114 desktops, 22 cloud).
- Device Health:** 83% healthy, 47/56 devices. Status breakdown: Active (0), Quarantined (0), Failed (0), Pending (3), Cloud (0), Requiring Reboot (1), Install Issues (1), Pending (0), Approved (56), VM Hourly Down (0).
- Devices Running Actions:** A donut chart showing the distribution of actions: Action, Antivirus, OS Patch Management, TeamViewer, Software Patch Management, and Virtualization.
- System Events for the Last Week:** A list of events including updates for SFPO501, Construction Manager JS2 Laptop, Construction Manager JS1 Laptop, SFPO502, Jonathans Workstation, RAIDSERVER01, SDI Laptop, Projects Server, and Carrollwood Dental Workstation #1.

7. ServiceNow

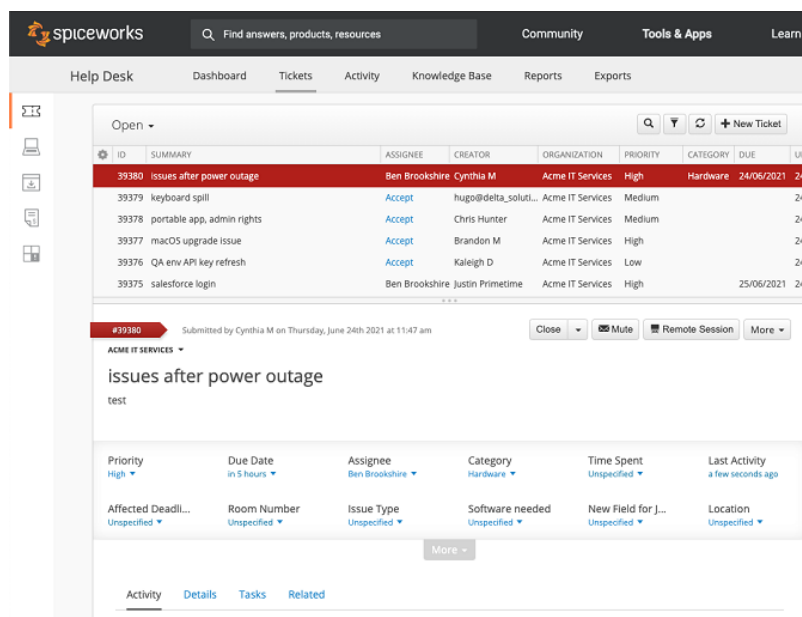
The screenshot shows the ServiceNow Cost Allocations Workbench interface. It includes a navigation bar with steps: Data Definition, Data Cleansing, Bucketing, Allocation Setup, and Review. The main area displays account balances and bucket breakdowns:

- Accounts:**
 - Accountancy services: \$980,675.89
 - Airfare: \$783.67
 - Allocated IT Costs - Business Develo...: \$801.76
 - Allocated IT Costs - Depreciation Exp...: \$0.00
 - Allocated IT Costs - Facility Expenses: \$2,303.24
 - Allocated IT Costs - IT Expenses: \$64,287.40
 - Allocated IT Costs - Other Expenses: \$86,858.09
 - Allocated IT Costs - Outside Service...: \$99,025.33
 - Allocated IT Costs - Personnel Relate...
- Buckets:**
 - Hardware:** Total Amount: \$689,094.19
 - Hardware Capital: Total Amount: \$41,492.92
 - Hardware Expense: Total Amount: \$583,13.87
 - Hardware Maintenance: Total Amount: \$64,287.40
 - Labor:** Total Amount: \$2,421,203.26
 - Labor External: Total Amount: \$883,176.35
 - Labor Internal Capital: Total Amount: \$980,875.89
 - Labor Internal Expense: Total Amount: \$557,351.02
 - Other:** Total Amount: \$42,371.41
 - Other General Admin: Total Amount: \$236.10
 - Other Miscellaneous: Total Amount: \$18,676.34
 - Other Travel: Total Amount: \$23,458.97
 - Services:** Total Amount: \$783.67
 - Services Cloud: Total Amount: \$783.67
 - Services Vendor: Total Amount: \$0.00
 - Software:** Total Amount: \$522,058.32
 - Software License: Total Amount: \$434,398.47
 - Software Maintenance: Total Amount: \$87,659.85
 - Assets:** Total Amount: \$0.00
 - Skipped Other:** Total Amount: (\$111,770.67)
- Result:**
 - Assigned: \$3,675,510.85 (22)
 - Unassigned: \$0.00 (0)
 - Total: \$3,675,510.85 (22 Accounts)
- Total Amount Assigned:** \$3.68M. A pie chart shows the breakdown: 5.41%, 11.82%, 15.16%, 15.87%, 28.68%, and 24.03%.
- Breakdown:**
 - Labor Internal Capital: \$880,880
 - Labor External: \$883,176
 - Hardware Expense: \$583,134
 - Labor Internal Expense: \$557,351
 - Software License: \$434,400
 - Software Maintenance: \$87,660
 - Hardware Maintenance: \$64,288
 - Hardware Capital: \$41,493

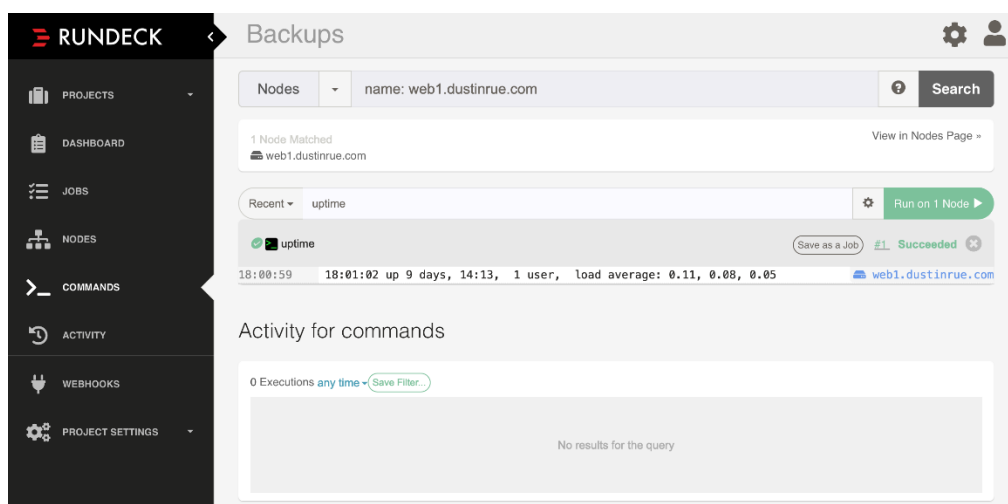
8. Issuetrak



9. Spiceworks

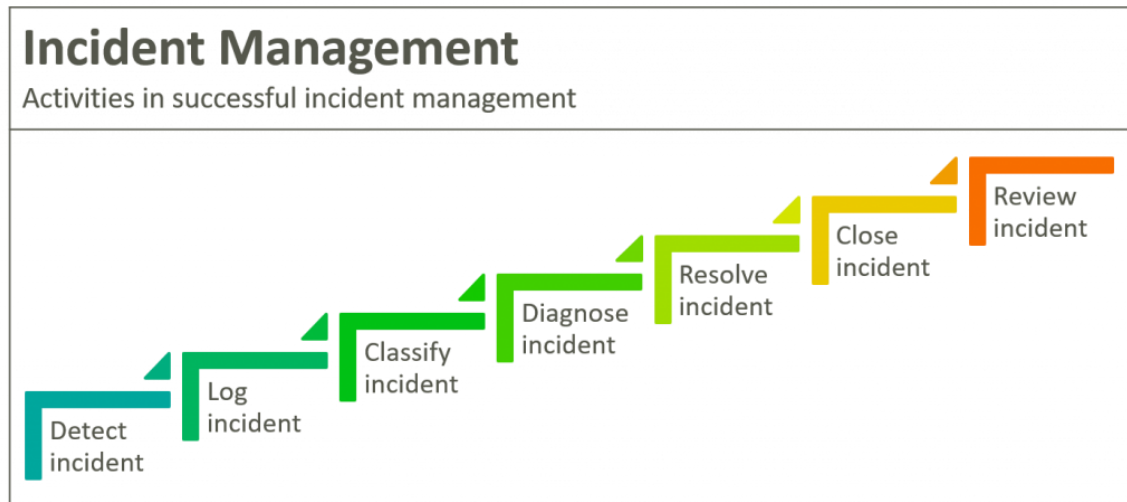


10. Rundeck



LIFECYCLE OF INCIDENT MANAGEMENT

The first step is to identify the incident. Incidents are identified through user reports, solution analyses, or manual identification. Once identified, the incident is logged and investigation and categorization can begin



Incident logging

An incident can be logged through phone calls, emails, SMS, web forms published on the self-service portal or via live chat messages.

Incident categorization

Incidents can be categorized and sub-categorized based on the area of IT or business that the incident causes a disruption in like network, hardware etc.

Incident prioritization

The priority of an incident can be determined as a function of its impact and urgency using a priority matrix. The impact of an incident denotes the degree of damage the issue will cause to the user or business.

based on the priority, incidents can be categorized as:

- Critical
- High
- Medium
- Low

Incident resolution

An incident is considered resolved when the technician has come up with a temporary workaround or a permanent solution for the issue.

Incident closure

An incident can be closed once the issue is resolved and the user acknowledges the resolution and is satisfied with it.