_ITSM simplified

Incident management

Incident management

There's no shortage of high profile tech companies that have had major service outages due to seemingly innocuous events or changes. It's expensive, erodes trust with customers, and loads unnecessary pressure on incident response teams.

According to Gartner, 98% of organizations found that just one hour of downtime can cost over $100,000. That is why it's key to make sure we can resolve incidents as quickly as possible, and service configuration management is absolutely vital here!

Without clear visibility into services and the underlying infrastructure, ITSM teams are largely operating in the dark.

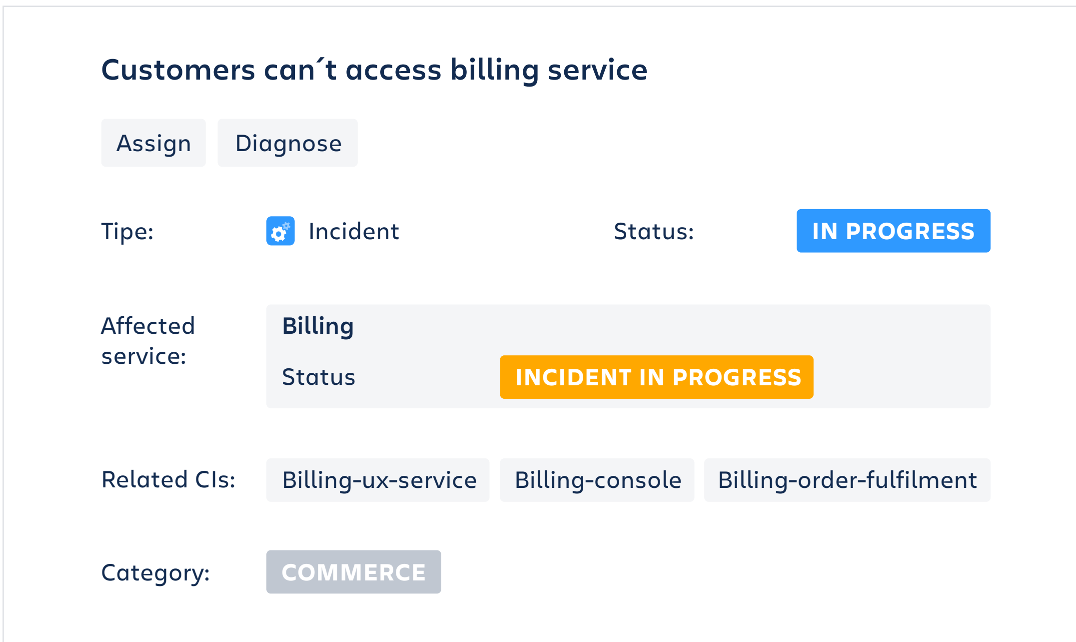
What is incident management?

Incident management is the process of responding to an unplanned event or service interruption to restore the service to its operational state.

- **Incident:** an unplanned interruption to a service or reduction in service quality.
- **Major incident:** an incident with significant business impact, requiring an immediate, coordinated resolution.

How can service configuration management expedite incident management?

A CMDB can act as a single pane of glass through which to view services and their dependencies. With this information, when an incident is raised, responders can quickly assess the impact at a glance, identify potential resources, immediately contact relevant stakeholders, and begin working through the potential causes.



CIs in the CMDB can be linked to the service desk so when staff register an incident, they can also select the affected service and even the specific service components that are affected. This gives the incident responder a huge leg-up as they don’t have to dig around trying to find this information for every incident.

Also, services, and any of their dependencies, can have owners defined in the CMDB. This means that anyone trying to understand the cause of an incident has plenty of information on who is responsible for the different aspects. This eliminates the oftentimes frantic scramble of contacting colleagues to pinpoint the owner of an overlooked but critical component.

Linking CIs to owners could also be used to automatically send notifications to specific people or groups when an incident is comes in.

Tips & advice

As stated in the change management tips section, starting with your services is the first piece of major advice. Work down your dependency levels until you have enough information for the vast majority of your incidents. You can always go a level further down later if you discover a need to later.

If you want to make it even easier, start with just a few critical services first as these are the ones you really want to document immediately, and add the rest in descending order of priority.

Speaking of priority, it's a good idea to tag your services with a priority level in your CMDB. This can be used to help incident responders manage their workload and make sure they're fixing the most important services first in the case of parallel incidents.

Another tip is to make sure each service has a clear owner who can act as a contact point for any questions regarding that service as well as keep the data in the CMDB accurate for their service. While a lot of changes to configuration items can be made in the CMDB using automations, it's good practice to have someone review, perhaps once a quarter, that things are as they should be. Owners (ie your staff) can be set as their own configuration item in your CMDB so you can easily view everything someone owns, where they're located, what department they're in etc.

_Ready to boost your ITSM practices?

Get in touch with **TT PSC Atlassian Platinum Solution Partner** to learn more. We can set up a custom solution and demo.

We provide a **full range of services** related to Jira and other Atlassian tools: from business analysis, to advanced customization, implementation and maintenance.

We also handle **full support of license agreements** (renewal, extension, change to server or cloud version, etc.) for Atlassian products and all applications from the Atlassian Marketplace.

Transition Technologies PSC

www.ttpsc.com/en/atlassian/
atlassian@ttpsc.pl

Platinum Solution Partner
ENTERPRISE