

INCIDENT MANAGEMENT

Incident: Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in the quality of that service.

The goal of Incident Management is to restore service operations as quickly as possible with minimum disruption to the business, thus ensuring that the best achievable levels of availability and service are maintained.

Reasons for Incident Management:

- Ensure the best use of resources to support the business
- Develop and maintain meaningful records relating to Incidents
- Devise and apply a consistent approach to all Incidents reported

Responsibilities involved in Incident Management:

- Incident detection and recording
- Classification of all Incidents
- Initial incident support
- Investigation and diagnosis
- Resolution and recovery
- Incident closure
- Incident ownership, monitoring, tracking and communication