

How **HelpLINE** supports your ITSM – INCIDENT MANAGEMENT

Why Incident Management disciplines are needed

Incident Management is the resolution and prevention of incidents that affect the normal running of your organisation's IT services.

Incident management disciplines are needed to ensure, faults are corrected, prevention of recurrence, and application of preventative maintenance to reduce the likelihood of these faults occurring in the first instance.

The goal of Incident Management

To restore normal service operation as quickly as possible and minimise the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. Incident Management ensures:

- Someone manages and escalates incidents – so that incidents don't become more severe than necessary and adversely affect IT service quality
- Specialist support staff are not subject to constant interruptions, making them less effective
- Business staff are not disrupted as people ask their colleagues for advice
- Efficiency so that frequent reassessment of incidents are referenced from existing learning and solutions
- Co-ordinated management information
- No lost, incorrect or badly managed incidents.

Key Incident Management activities supported by HelpLINE

HelpLINE assists you to deliver effective and orderly Incident Management in the following areas:

Key Activity types	Supported by HelpLINE
Incident detection and recording	✓
Classification and initial support	✓
Investigation and diagnosis	✓
Resolution and recovery	✓
Incident closure	✓
Ownership, monitoring, tracking and communication	✓
Automation of standard service requests	✓

Benefits achievable through HelpLINE functionality

The major benefits to be gained by implementing an Incident Management process are:

- Reduced business impact of incidents by timely resolution, thereby increasing effectiveness
- The proactive identification of beneficial system enhancements and amendments
- The availability of business-focused management information related to the SLA
- Improved monitoring, allowing performance against SLA's to be accurately measured
- Improved management information on aspects of service quality
- Better staff utilisation, leading to greater efficiency
- Elimination of lost or incorrect incidents and service requests
- Improved user and customer satisfaction.