

# Major Incident Management Best Practice (ITIL® Based)



‘Are you prepared?’

## Course Overview

ITIL defines major incidents as incidents of highest impact, resulting in significant disruption to the business.

This can mean different things to different organizations, but ultimately it depends on business goals and objectives and is defined by each organization individually.

They demand our urgent and focused attention not only when they occur but in planning activities well ahead of time.

This HDAA training day will help you to determine how to define and detect a major incident, look at the process flow of a major incident, explore ways of taking ownership, and the importance of communication while always working towards a speedy resolution.

## Who Should Attend

- IT Managers
- Incident Managers
- Service Level Managers
- IT Service Continuity Managers
- Service Desk Managers
- Team Leaders and Analysts

## Course Duration

This course has been developed to run over 1 full day.

## Course Outline

(the below training outline is based on a full day format)

### The Basics

- What is an incident, problem and a change?
- What's the difference between incident management and problem management?
- The importance of keeping problem and incident separate

### The Major Incident

- When is an incident a major incident?
- Important things to consider in a major incident?
- How can you prepare for a major incident?
  - o Who and what will help?
- Do roles change in a major incident scenario?
  - o Who should be involved and how?

### Major Incident Process Flow

- Inputs
- Activities
- People
  - o Roles
  - o Description of each role
  - o Main activities of each role

### Communication

- Who to communicate to
- What to communicate on
- When

### Tips for dealing with major IT incidents

- What can we learn from others?
- What resources are available?

### What happens after the Incident?

- What do we do?
- What should we report on
- Examples of Reports

### Do's and Don'ts of Major Incident Management

### What role could other ITSM Processes play in a Major Incident?

- Change Management?
- Problem Management?
- Service Level Management?
- CSI?
- BRM?
- Others?

### Closer look at the Roles and Responsibilities of other processes and functions

- RACI

### Let's look at Best Practice ideas to improve things

### Case Study

## Further Details

For all other information, such as course price, dates, times, certification, learning methods & how to register contact HDAA on **T:** 1300 130 447 or **W:** [www.hdaa.com.au](http://www.hdaa.com.au)

## About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and APM Group accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

## Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using Knowledge Centred Support (KCS) Methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

## Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

## Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

## Membership Services

HDAA provides a range of services for its members which can be accessed via our website [www.hdaa.com.au](http://www.hdaa.com.au).

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more.

Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.