Incident Management Best Practice Handbook: Building, Running and Managing Effective Support and Incident Tracking - Ready to use supporting documents ... ITIL Theory into Practice - Second Edition

Ivanka Menken, Gerard Blokdijk

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The first edition of this book is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to Incident Management.

Incident Management is an IT Service Management (ITSM) process area. The first goal of the incident management process is to restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. 'Normal service operation' is defined here as service operation within Service Level Agreement (SLA). It is one process area within the broader ITIL environment.

This book covers every detail, including some missed in other books. This thorough book provides a clear roadmap to designing, implementing and operating incident management. The author leaves no key process out and completely covers everything from initial concept to measuring support effectiveness and process improvement.

The book starts with an initial strategy that is focused on planning incident management services that are completely aligned to requirements and are based on a mission statement. This business-oriented approach is refreshing and will keep IT grounded in the real reasons for incident management. More importantly is the process for careful selection of services to provide. An overly ambitious set of service goals will kill incident management implementation early in its life by offering too much before there is a stable incident management process in place. This book is realistic and lays the foundation for a success implementation.

The section on the actual design of the incident management structure provides insights and information that can be applied to a large number of solutions. Since incident managements will be organized in accordance with requirements and unique mission statements, this section of the book is like a catalog of patterns. It has excellent tips on how to best structure incident management to meet requirements and mission. The information on accurately estimating staffing requirements is consistent with industry best practices and something that, believe it or not, is often overlooked when incident managements are established.

This book gets into the meat by thoroughly covering the processes that are essential to running incident management. There are many topics that stand out as both unique [to books of this genre] and reflect best practices by the best-run incident management initiatives. Examples are change control, disaster recovery and vendor management. These topics show that the author not only considers business alignment, but also cross-functional alignment within IT.

Professional resources and underlying technology are provided in detail.

This book contains an in-depth coverage of operational requirements for the incident management once it has been implemented. It hits all of the critical success factors, such as performance metrics, service level

agreements, communications and internal evaluations. It even has a chapter on marketing, which is something that is important but not often done be most incident management initiatives. This proactive approach to keeping users (your customers) informed of new services, accomplishments and tips is excellent and will go a long way towards attaining high customer satisfaction scores - not to mention proving the value of the incident management to IT and business management.

You will find this book to be one of the best for planning and implementing world-class incident management.

Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book should do at least as well as the first edition, which is a bestseller.

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