Major Incident Masterclass

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ITSM TOOLS & SILVA HOMES

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Introduction

- Worked in ITSM for almost 20 years

- Regular speaker at industry events

- Worked in all sorts of organisations, large and small

- When not child wrangling or being pelted with brightly coloured balls in the name of ITIL, is the Lead Partner for IT Service Delivery at Silva Homes.

- Finds her job quite fun

Agenda

- What is a Major Incident?

- First things first

- Sanity check

- Communication

- Action Plan

- Updates

- Fix

- Closing the loop

- What can we do better next time?

What Is A Major Incident?

ITIL definition: The highest category of impact for an incident. A major incident results in significant disruption to the business.

In other words – the serious stuff.

Real life examples; email outages, cyber attacks, service downtime

In short – anything that causes this reaction.

Image Credit: 123rf.com

Image Credit: teespring.com

First Things First

Take a moment to understand the impact

Remain calm

Don't cause panic

How I do all of the above:

Sanity check

Things to confirm:

- Are your people ok?

- The service affected and business impacted.

- The support team involved

- Is there a workaround

- Do we know how long it will take to fix?

- Do we need to invoke DR?

Communication

You need to tell right people at the right time with the correct level of information.

Ideal world: everyone is made aware as soon as reasonably possible.

In reality? IT, senior management then the business.

What to include:

- Incident overview and reference number

- Affected service

- Any workarounds

- Time of next update

Action Plan

- Gather your team players

- Recap the facts

- Ask for solutions

- Check if more support is needed

- Keep things on track

- Be prepared for things to get tense and know how to manage people if things get fraught

Updates

- Commit to a comms schedule
- Meet deadlines
- Tailor your updates to your audience

The Fix

- Check it works, then check it again
- Have another pair of eyes sanity check it
- Emergency change
- Trust but verify – has it worked?
- Closure comms

How can we prevent a repeat performance?

- Capture key actions

- How was it fixed

- What could we have done better

- Do we understand the root cause

- Deal in Problem Management

- Engage BRM and SLM

- How do we prevent a recurrence

Thanks For Listening

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