

SERVICE OPERATIONS - INCIDENT MANAGEMENT (PROCESS)

“Restore service fast. Minimize impact. Master incident management.”

Schedule

| Venue    | Fees                  |
|----------|-----------------------|
| In-House | ASK FOR THE QUOTATION |

Introduction

Incident Management is a critical process within ITIL® Service Operation, designed to restore normal service operation as quickly as possible and minimize business impact. This course provides in-depth understanding and practical training for managing incidents effectively, improving service quality, and ensuring user satisfaction.

Objectives

- By the end of this course, participants will be able to:
- Define incidents and differentiate them from problems and service requests
  - Understand and implement the Incident Management lifecycle
  - Utilize classification, prioritization, and escalation models
  - Coordinate communication during incident handling
  - Integrate tools and technologies to streamline incident resolution

## Why Attend

If your organization struggles with service disruptions, slow resolutions, or poor user communication during outages, this course is essential. It equips you to build a reliable Incident Management process that is responsive, efficient, and aligned with business needs.

## Target Audience

- IT Support and Help Desk Professionals
- Incident Managers and Coordinators
- ITIL® Process Practitioners
- Systems and Network Administrators
- Service Desk Analysts
- Technical Team Leads

## Individual Benefits

- Gain control over high-pressure incident scenarios
- Improve communication and resolution turnaround time
- Strengthen your ability to manage stakeholders
- Build ITIL® aligned incident handling capability

## Organizational Benefits

- Enhanced end-user satisfaction and trust
- Faster resolution of service disruptions
- Reduced impact on business operations
- Improved accountability and performance tracking

## Instructional Methodology

- Expert-led instruction with real-world examples
- Live scenario simulations and role-play exercises
- Interactive flow diagrams and process mapping
- Hands-on case-based learning with ITSM tools
- Peer discussions and process gap analysis

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules Coffee Breaks: 09:30 & 11:15 Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Incident Management

- **Module 1:** Overview of ITIL® Service Operations and Process Context (07:30 – 09:30)
- **Module 2:** Defining an Incident: Scope and Objectives (09:45 – 11:15)
- **Module 3:** Key Principles, Policies, and Terminologies (11:30 – 01:00)
- **Module 4:** Lifecycle Overview – Detection to Closure (02:00 – 03:30)

Day 2: Incident Logging, Categorization & Prioritization

- **Module 1:** Logging, Recording, and Initial Diagnosis (07:30 – 09:30)
- **Module 2:** Categorization and Prioritization Strategies (09:45 – 11:15)
- **Module 3:** Impact and Urgency Matrix Development (11:30 – 01:00)
- **Module 4:** Service-Level Targets and Response Timelines (02:00 – 03:30)

Day 3: Incident Resolution and Escalation

- **Module 1:** Incident Resolution Methods and Workarounds (07:30 – 09:30)
- **Module 2:** Functional vs. Hierarchical Escalation Models (09:45 – 11:15)
- **Module 3:** Multi-Tier Support Structure and Roles (11:30 – 01:00)
- **Module 4:** Escalation Workflow Simulation Exercise (02:00 – 03:30)

Day 4: Tools, Communication & Major Incident Handling

- **Module 1:** Communication Protocols and Stakeholder Updates (07:30 – 09:30)
- **Module 2:** Handling Major Incidents and Emergency Protocols (09:45 – 11:15)
- **Module 3:** ITSM Tools for Incident Tracking and Automation (11:30 – 01:00)
- **Module 4:** Major Incident Drill – Team-Based Simulation (02:00 – 03:30)

Day 5: Performance Measurement and Continual Improvement

- **Module 1:** KPIs, CSFs, and SLA Monitoring (07:30 – 09:30)
- **Module 2:** Post-Incident Review and Root Cause Analysis (09:45 – 11:15)
- **Module 3:** Integration with Problem Management (11:30 – 01:00)
- **Module 4:** Final Assessment and Action Plan Development (02:00 – 03:30)

Certification

Successful participants will receive a **Certificate of Competency in Incident Management (Service Operations Process)**. This certifies expertise in managing and coordinating the incident lifecycle aligned with ITIL® best practices.

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