

SERVICE OPERATIONS - INCIDENT MANAGEMENT (PROCESS)

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

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► Available delivery methods: In-House Training

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.

Why Choose MAWA Events

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In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: +601116373203	EMAIL: info@mawaevents.net
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