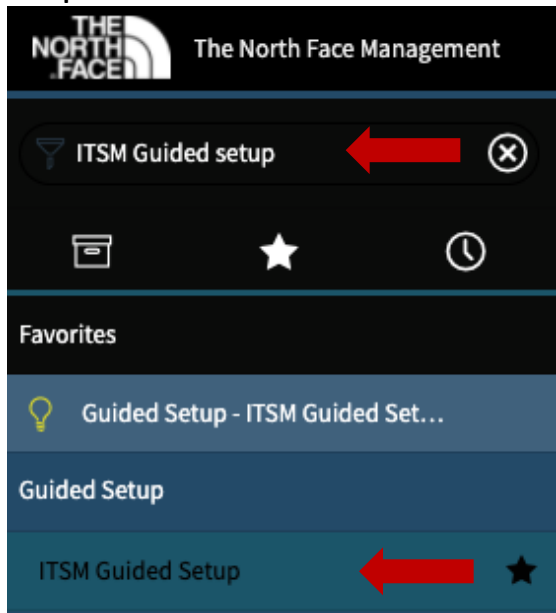
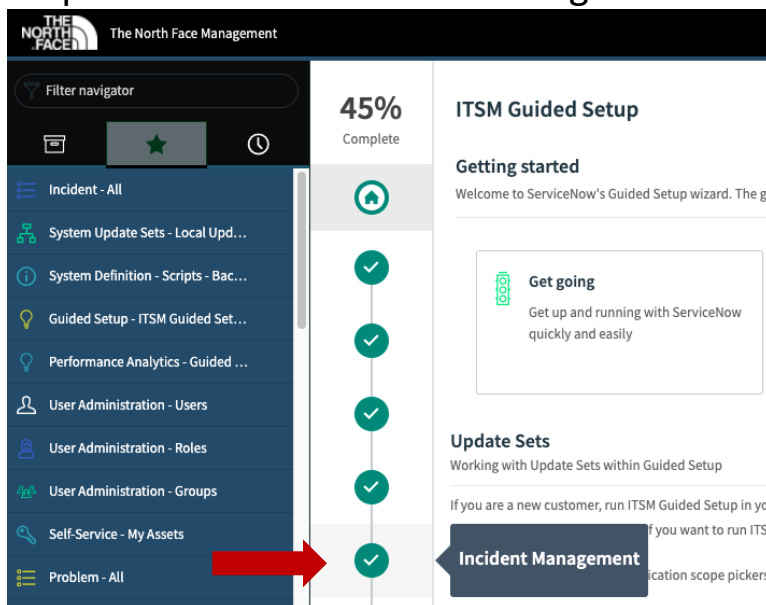


How to Guide: Implement a simple, industry standard approach to Incident Management/Manage all aspects of a Major Incident


Step 1 – Search “ITSM Guided Setup” in the navigator filter



Step 2 – Click on “Incident Management”



Step 3 – Click “Accept Best Practices”, this will mark selected items as complete. Automatically setting up best practices in those sections.



100%

Status: Completed

[Edit](#)

 **Incident Management** Skip

Incident Management helps restore normal service operations as quickly as possible after an unplanned interruption and helps minimize the impact to your business. Complete the activities in this category to implement a simple, industry standard approach to Incident Management.


15 / 15 Tasks completed Best practices accepted

- Create from application
- Create from self-service
- Create from incoming email
- Prioritization
- Use incident templates

[Show More](#)




Step 4 – Click through the remaining sections and mark as complete. Marking each section complete will implement a simple, industry standard approach to Incident Management.



100%

Status: Completed

[Edit](#)

 **Incident Management** Skip

Incident Management helps restore normal service operations as quickly as possible after an unplanned interruption and helps minimize the impact to your business. Complete the activities in this category to implement a simple, industry standard approach to Incident Management.

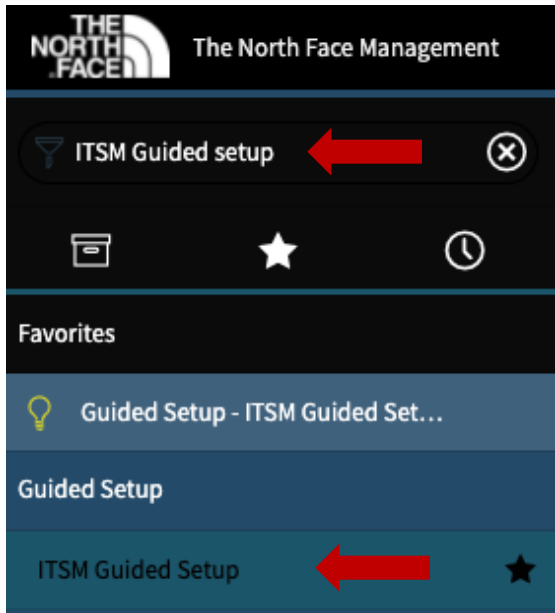
15 / 15 Tasks completed Best practices accepted

- Create from application
- Create from self-service
- Create from incoming email
- Prioritization
- Use incident templates
- Assignment
- View related tasks
- Handle related incidents
- Place on hold
- Track Service Levels
- Escalations
- Resolve incident
- Close incident
- Notifications
- Manage work with homepages

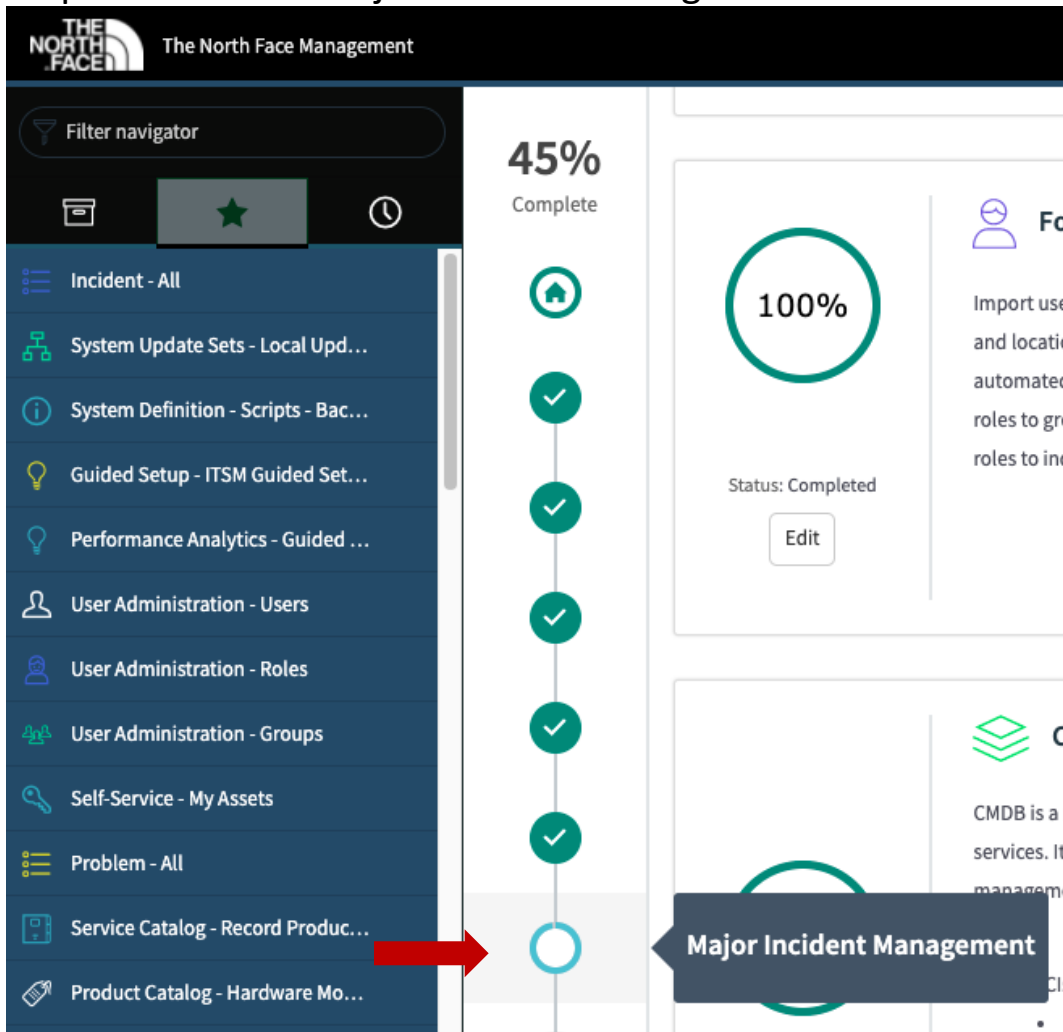
[Show Less](#)

Part 2

Step 1 – Search “ITSM Guided Setup” in the navigator filter



Step 2 – Click on “Major Incident Management”



Step 3 – Click “Accept Best Practices”, this will mark selected items as complete. Automatically setting up best practices in those sections.

0%

Status: Not Started

[Get Started](#)

Major Incident Management Skip

A major incident (MI) is defined as an event that results in significant disruption to the business. Major incidents demand a response beyond the routine incident management process.

Major incident management provides a way to accelerate resolution of incidents with high business impact by managing all aspects of a major incident, including communication and collaboration processes.

0 / 11 Tasks completed [Accept Best Practices](#)

- Identify major incident
- Promote vs. Create major incident
- Major incident assignment
- Incident communication plans
- Major incident workbench

[Show More](#)

Step 4 – Click through the remaining sections and mark as complete. Marking each section complete will manage all aspects of a major incident.

100%

Status: Completed

[Edit](#)

Major Incident Management Skip

A major incident (MI) is defined as an event that results in significant disruption to the business. Major incidents demand a response beyond the routine incident management process.

Major incident management provides a way to accelerate resolution of incidents with high business impact by managing all aspects of a major incident, including communication and collaboration processes.

10 / 11 Tasks completed Best practices accepted
1 Task skipped

- ☞ Identify major incident
- ✓ Promote vs. Create major incident
- ✓ Major incident assignment
- ✓ Incident communication plans
- ✓ Major incident workbench
- ✓ Ad hoc communication
- ✓ Resolve major incident
- ✓ Send post-incident report
- ✓ Close major incident
- ✓ Notifications
- ✓ Manage work with dashboard

[Show Less](#)