knowledge17

http://clabs.link/lab132002

Student Instance admin password: 132002W109#K17

Long URL for reservations

https://lab132002e-001-instructor.lab.service-now.com:7033/instance_reservation.do

WORK at LIGHTSPEED

Effective Major Incident Handling 201

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Agenda

- Major Incident Defined
- Major Incident Process
- Major Incident vs. Disaster Recovery
- Major Incident Management in ServiceNow
- Major Incident Tailoring

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Speaker Introduction



Name: Dave Peters

Title: Advisory Solution Consultant, California Enterprise

Company: ServiceNow

Starting from the IT Service Desk in 1997, Dave has held a wide variety of roles with a focus on IT Service Management. Mr. Peters has worked with many of the leading ITSM platforms in support, presales, implementation, and process consulting capacities. He is currently focused on helping customers get the most out of ITIL and the Service Now platform. He is ITIL-certified with experience in several processes including Agile and NIST.

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Speaker Introduction



Name: Joseph Hehle

Title: Advisory Solution Consultant, Med/SLED Solutions Group

Company: ServiceNow

Joe has extensive knowledge of enterprise management operations and services management spanning over 20 years in the industry. Mr. Hehle has managed diverse teams of implementation engineers for both Commercial and Federal clients. He currently holds PMP and PRINCE2 Project management credentials as well as ITIL expert certification.

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Objectives

Objectives

- Understand how you can support a Major Incident process in ServiceNow.

What you will learn

- Understand how a Major incident differs from other incidents and problems
- Learn how to configure Service Now to support Major incidents in your organization
- Understand the key goals of the Major incident process
- Learn about key ServiceNow plug-ins and features that support Major incident

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Major Incident Defined

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Major Incident Defined

ISO 20,000 Definition

- Major Incidents cause serious interruptions of business activities and must be resolved with greater urgency. The aim is the fast recovery of the service, where necessary by means of a Workaround. If required, specialist support groups or third-party suppliers (3rd Level Support) are involved. If the correction of the root cause is not possible, a Problem Record is created and the error-correction transferred to Problem Management.

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Major Incident Defined

Key Characteristics of Major Incidents

- The ability of significant numbers of customers and/or key customers to use services or systems is or will be affected.(High Impact)
- The cost to customers and/or the service provider is or will be substantial, both in terms of direct and indirect costs (High Severity).
- The reputation of the Service Provider is likely to be damaged.

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Major Incident Defined

Examples of a Major Incident

- A high-speed network communications link fails and part of or all data communication to and from outside the organization is cut off.
- A website grinds to a halt because of unexpected heavy demand prior to a deadline (for example to reserve tickets or make a legal submission), resulting in large numbers of customers failing to meet that deadline.
- A key business database is found to be corrupted.
- More than one business server is infected by a worm.
- The private and confidential information of a significant number of individuals is accidentally disclosed in a public forum.

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Major Incident Process: In Action

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Major Incident Process

A Major Incident is Still an Incident

- The primary objective of Incident Management is to return the IT service to users as quickly as possible.
- Due to the high impact of a major incident, certain Incident Management activities have a higher urgency.
  - End user communication
    - Outage notification
    - Duplicate ticket management
  - Escalation to/collaboration with Tier 2 and higher support
  - Incident Review
    - Improve TTR via process changes
    - Prevent re-occurrence with Problem Management



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Major Incident Process

- Major Incidents require roles and processes to be defined.
- Defined Policies are crucial: rules, goals, inputs, communication, etc.
- You must define who has the authority to declare a Major Incident.
- Major Incidents exist between a normal Incident and a Disaster.
  - A Major Incident fills a gap that occurs between Incident and Problem Management.

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Why Have a Major Incident Process?

- Problem Management investigates root cause, but is not agile enough for critical real time issues.
- Major Incidents cause serious interruptions to the and people and must be resolved with greater urgency.
- Not all P1/Critical Incidents are Major Incidents.



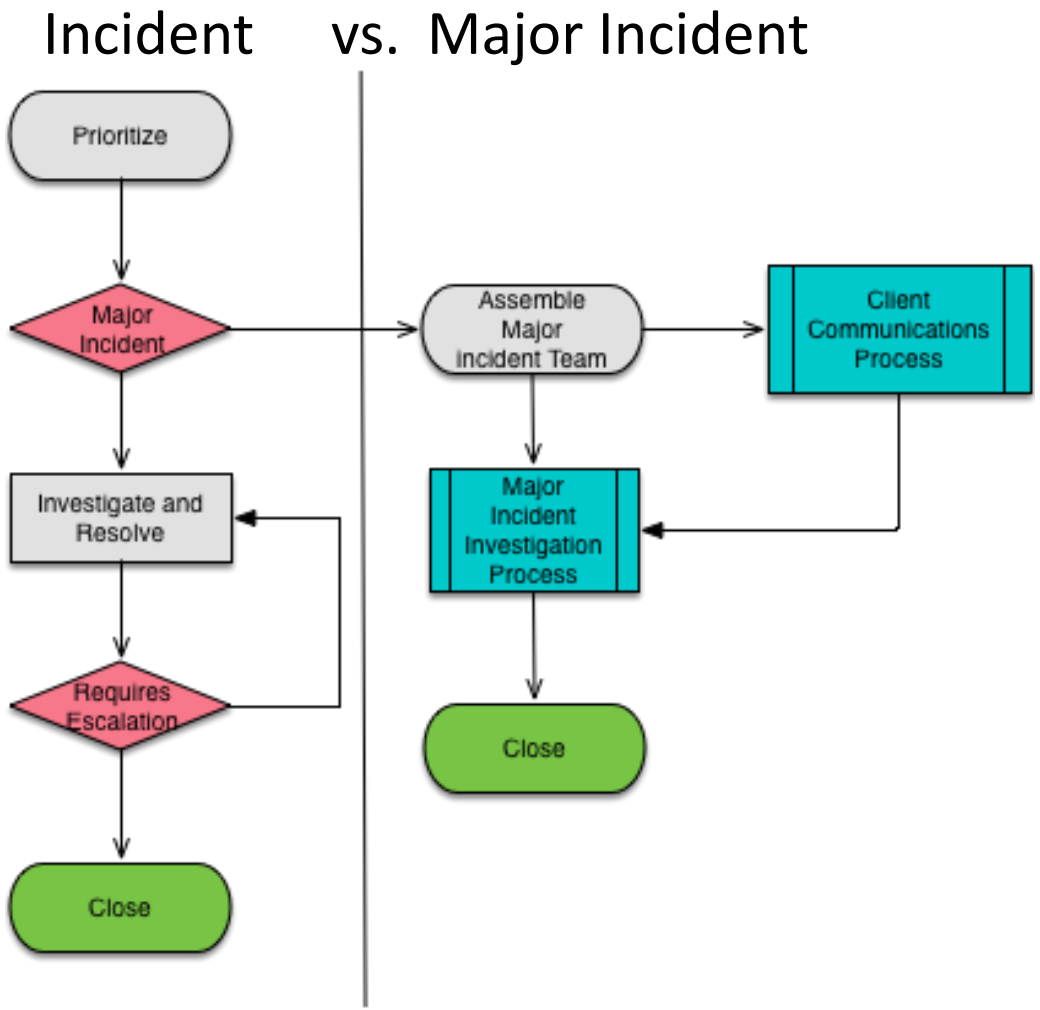
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Major Incident Roles and Responsibilities

Major Incident Manager (not necessarily the Incident Manager)	Liaison between internal parties and must have technical knowledge of the environment
Major Incident Team	Diverse team that represents users, technical staff, vendors, and other parties. Focuses on restoring service
ServiceDesk Manager/Incident Manager	Responsible for keeping incident records updates and communications with customers and the internal resolution team
Problem Manager	Focuses on root cause analysis
Change Manager	Needed when an emergency change is needed to restore service
SLA Manager	Records and reports upon downtime and impact

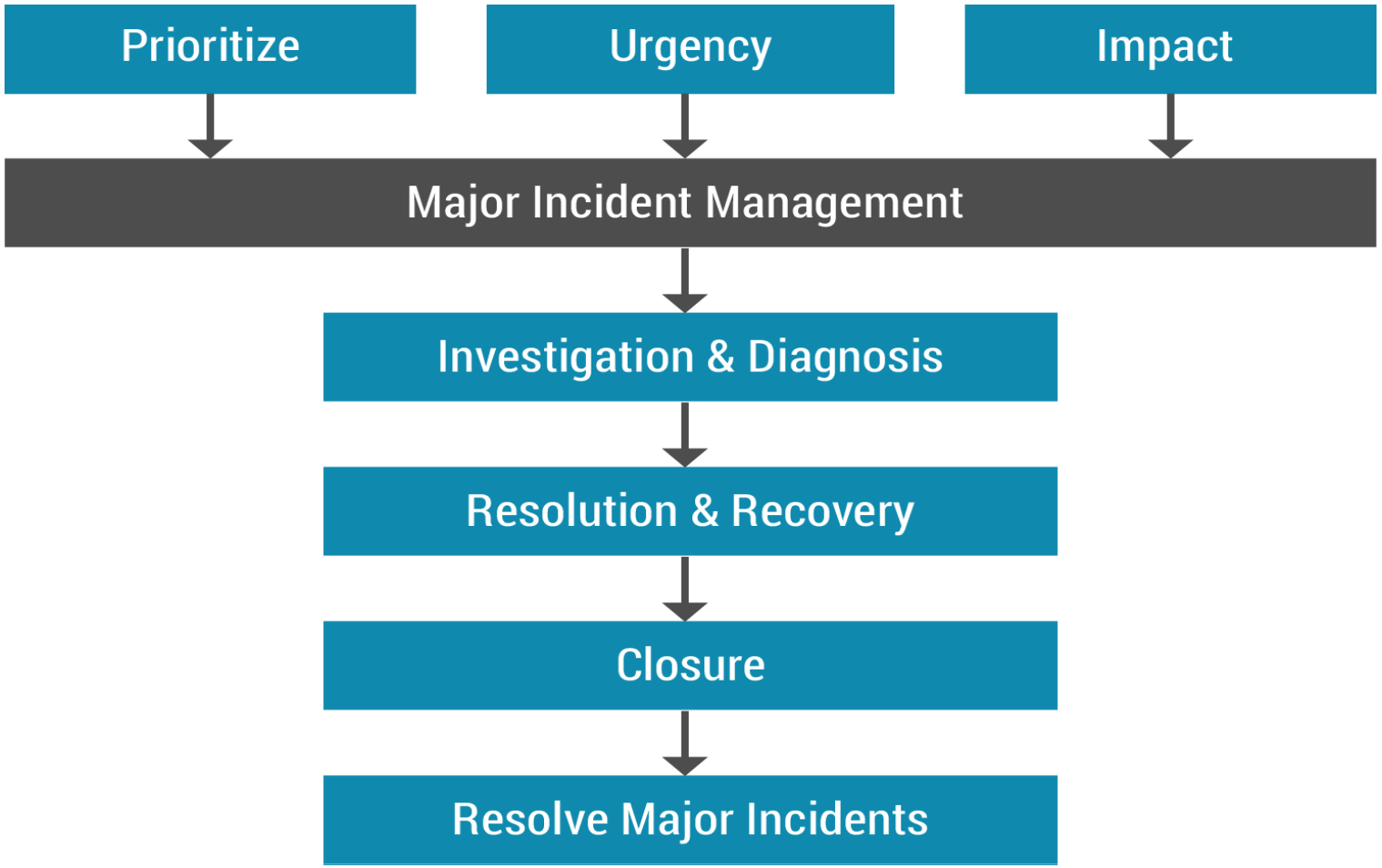
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Major Incident Procedures



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Major Incident Procedures



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Major Incident vs. Disaster Recovery

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Major Incident vs. Disaster Recovery

- A Major Incident is a declaration of a State of Emergency.
- A Major Incident is mid-way between a standard Incident and a Disaster.
  - Where the IT Service Continuity plan takes effect.
- Typically, a Major Incident has impact on the business, customers or ability to deliver services.
  - Disasters often involve infrastructure issues, weather, or other physical acts or disruption.



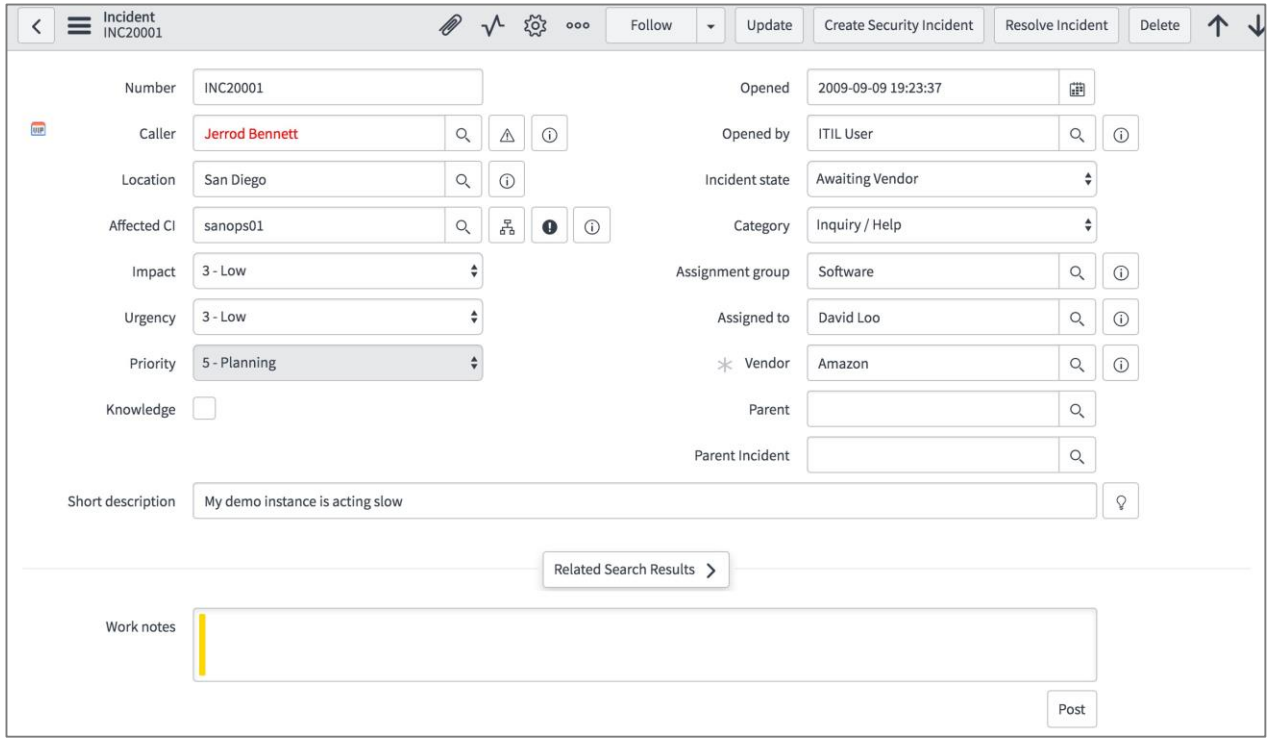
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Major Incident Management in ServiceNow

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Incident Form

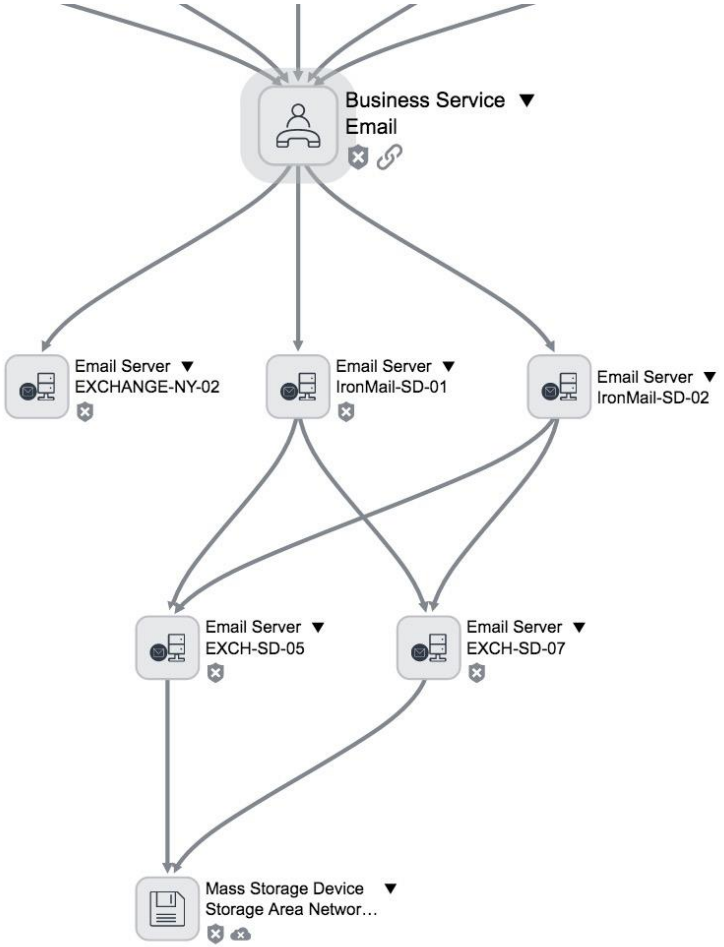
- ServiceNow Incident Management includes all the capabilities to effectively manage Major Incidents. Certain capabilities are more important when working a Major Incident. These include:
  - Related CI and BSM map
  - Notifications
  - SLA & OLA
  - Vendor Tracking
  - Knowledge base
  - Outage record
  - Parent/Child relationships
  - Incident Alert



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Incident Form: Related CI, Asset, and Business Service Map

- The Related Configuration Item “CI” provides useful technical details including:
  - OS type and version
  - Total memory
  - Installed software and patches
- The Asset record provides business details
  - Contacts: Owner, Manager, Department
  - Vendor support and contracts
- The BSM map shows relationships between CIs This can help you to:
  - Define Impact
  - Establish root cause
- This information is useful during and after the service restoration effort



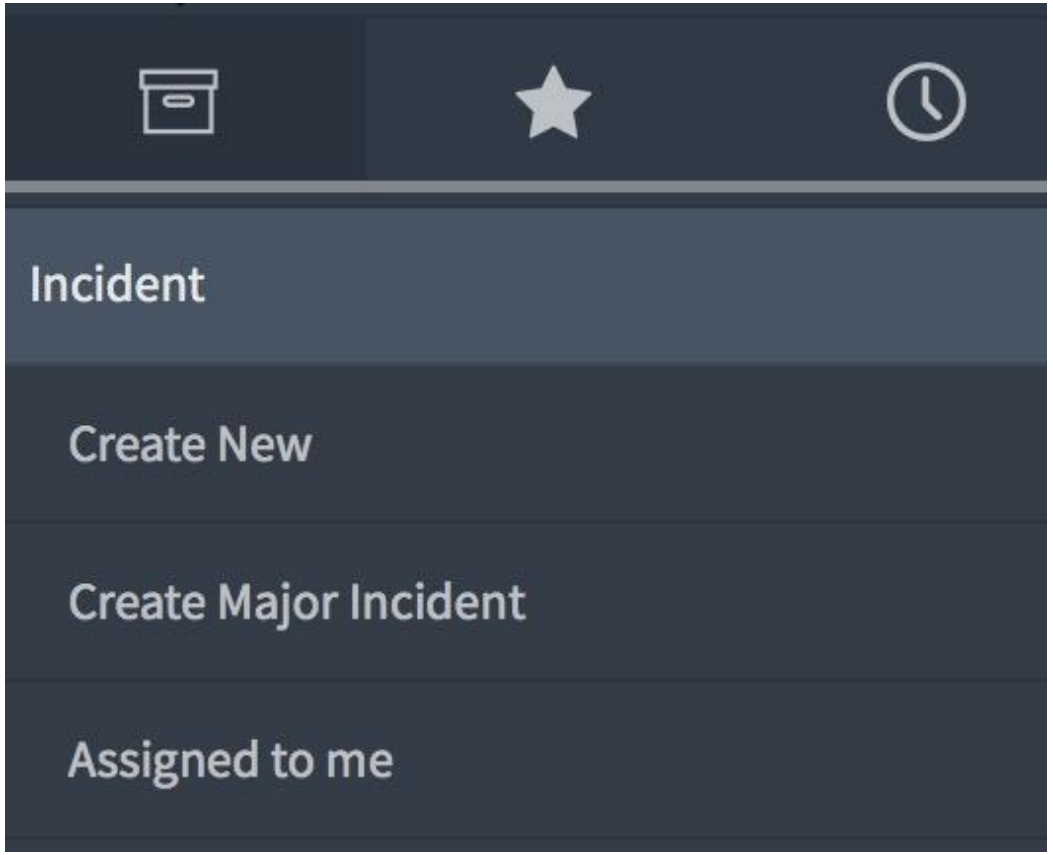
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Incident Form: Important Features for Major Incidents

Notifications	Used to inform the Incident team, end users, and other stakeholders. Many options; from email to SMS, mobile push, Notify* or 3rd party tools.
SLA & OLA	Used to ensure prioritization and timely MTTR. Useful for working with Tier 2+ and Vendors.
Vendor Tracking	Assign cases and tasks to vendors and track their efforts inside the incident record.
Knowledge base	Contains Standard Operating Procedures (SOP), Workarounds, Known Errors, etc.
Outage Records	Maintains details about a service outage for later reference, related to the CI record
Parent/Child	Helps to manage duplicate incident reports
Incident Alerts	Incident alert management enables organizations to create and manage communications related to major business issues or incidents.

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Coming in Jakarta!



Menu link

- Opens new Incident with the Major Incident Template

Major incident template

- High Impact/Urgency
- Short Description
- Customer Editable

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Incident Alert

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Incident Alert Features

- Create an incident alert when a crisis occurs.
- Set up contact responsibilities to identify the individuals who receive automatic notifications when incident alerts are created. Self-service users can subscribe to incident alerts if they want to receive notifications.
- Manage incident alerts to improve communication while dealing with the crisis.
- Use the optional Notify feature to send notifications by SMS messages and voicemails, and to set up conference calls.
- Monitor events and results with the incident alert dashboard and reports

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Lab Time: Labs 1-3

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Labs 1-3

http://clabs.link/lab132002
Student Instance admin password: 132002W109#K17
Long URL for reservations
https://lab132002e-001-instructor.lab.service-now.com:7033/instance_reservation.do

- Create Incident Alert
- Modify Contact Definitions
- Resolve an Incident Alert

- Guide Errata:
  - **Lab 1 Step 9**: After opening the incident, update the Configuration Item field with **SAP AppSRV01** and save the form
  - **Lab1 Success**: Email is disabled in the student instance, no emails are sent.
  - **Lab 4 Step 2:** Should be Data: Table Incident Alert (Incident_alert)
  - **Lab 4 Step 5:** In the add content window select report Instead of Gauges
  - **Lab 5 Step 0:** impersonate or Log in as **admin**
  - **Lab 6 Step 0**: remain or impersonate **admin**
  - **Lab 6 Step 5**: Copy the script text from: https://pastebin.com/zwGpZJkb

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ServiceNow Communication Options

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ServiceNow Communication Options

- SMS
  - Configured alongside email, can be faster and handles more devices.
- Mobile Push
  - Configured alongside email, requires mobile client. Can link to the record in the mobile interface.
- Service Portal
  - Useful for informing end users and avoiding duplicate incident reports.

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ServiceNow Communication Options

- Notify
  - Automates outbound phone notifications and conference calls.
  - Introduced in Geneva, requires subscription to activate.
- Connect
  - Chat, record updates, and other useful collaboration features.
- Email
  - Inbound and outbound email handling included in the SN platform.
- 3rd Party tools
  - Paging/On-call tools
  - Computer Telephony
  - Many more

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ServiceNow Communication Options: On-Call Scheduling

- On-Call Scheduling is a plug-in used to manage assignment and notifications
- Define groups responsible for various incidents
- Manage calendars and schedules
- Define escalation path and triggers
- Accept or reject notifications over SMS (may require notify or integration)

Network Schedule(s)	Roster	Shift	2014-03-06 Thursday
Network (EMEA)	Primary	00:00:00 - 07:00:00	David Dan
		23:00:00 - 23:59:59	David Dan
Network (Americas)	Primary	07:00:00 - 15:00:00	Fred Luddy
	Secondary	07:00:00 - 15:00:00	ITIL User
Network (APAC)	Primary	15:00:00 - 23:00:00	Bow Ruggeri
	Secondary	15:00:00 - 23:00:00	David Loo
Service Desk Schedule(s)	**Roster**	**Shift**	**2014-03-06 Thursday**
Service Desk (24x7)	Primary	00:00:00 - 23:59:59	David Loo
	Secondary	00:00:00 - 23:59:59	ITIL User
	Tertiary	00:00:00 - 23:59:59	Beth Anglin

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Incident Management Configuration

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Major Incident Configurations

Additional OOB Features and Platform Capabilities

- Simple Configurations
  - Enable parent-child relationships
  - Vendor ticketing
  - Dashboard gauges
  - End User portal
- Taking it further with workflows and business rules
  - Automate child incidents
  - Cascade Close of child incidents
  - Integration to 3rd party tools

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Lab Time: Labs 4-6

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Labs 4-6

- Create a Major Incident Gauge
- Modify the Incident Form
- Add UI Action

- Guide Errata:
  - **Lab 1 Step 9**: After opening the incident, update the Configuration Item field with **SAP AppSRV01** and save the form
  - **Lab1 Success**: Email is disabled in the student instance, no emails are sent.
  - **Lab 4 Step 2:** Should be Data: Table Incident Alert (Incident_alert)
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Top Takeaways

1

Major Incidents are handled as Incidents: Restoration of Service is job #1

2

Communication, Collaboration, and Documentation are key to improving your MTTR.

3

Major Incidents can be managed effectively in ServiceNow ITSA.

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Thank You

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Q & A

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