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WORK at LIGHTSPEED

Rapid Service Restoration – Incident 101

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Agenda

- Introduction
- Incident Management – A Brief Overview
- Lab Exercises
- Additional Resources
- Q&A

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Speaker Introduction



Name: Kerstin Weihe

Title: Advisory Solution Consultant

Function: Pre-Sales Finance and Consumer

Company: ServiceNow Germany

Experience: Over 20 years in IT Service Management in various positions

Expertise: IT Service Management, Customer Service Management, ITIL and SIAM Expert

Achievements: Implementation of ServiceNow ITSM for Insurance, guiding customers on their journey

Current Projects: Various customer engagements for ITSM and CSM

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Speaker Introduction



Name: Tobias Kutzer

Title: Senior Solution Consultant

Function: Pre-Sales Commercial

Company: ServiceNow Germany

Experience: 10 years in Pre-Sales positions

Expertise: Application Lifecycle Management, Testing and Service Management

Achievements: Supported customers on their journey towards more efficiencies and better results

Current Projects: Various customer engagements in areas of ITSM, ITBM, CSM, and HR

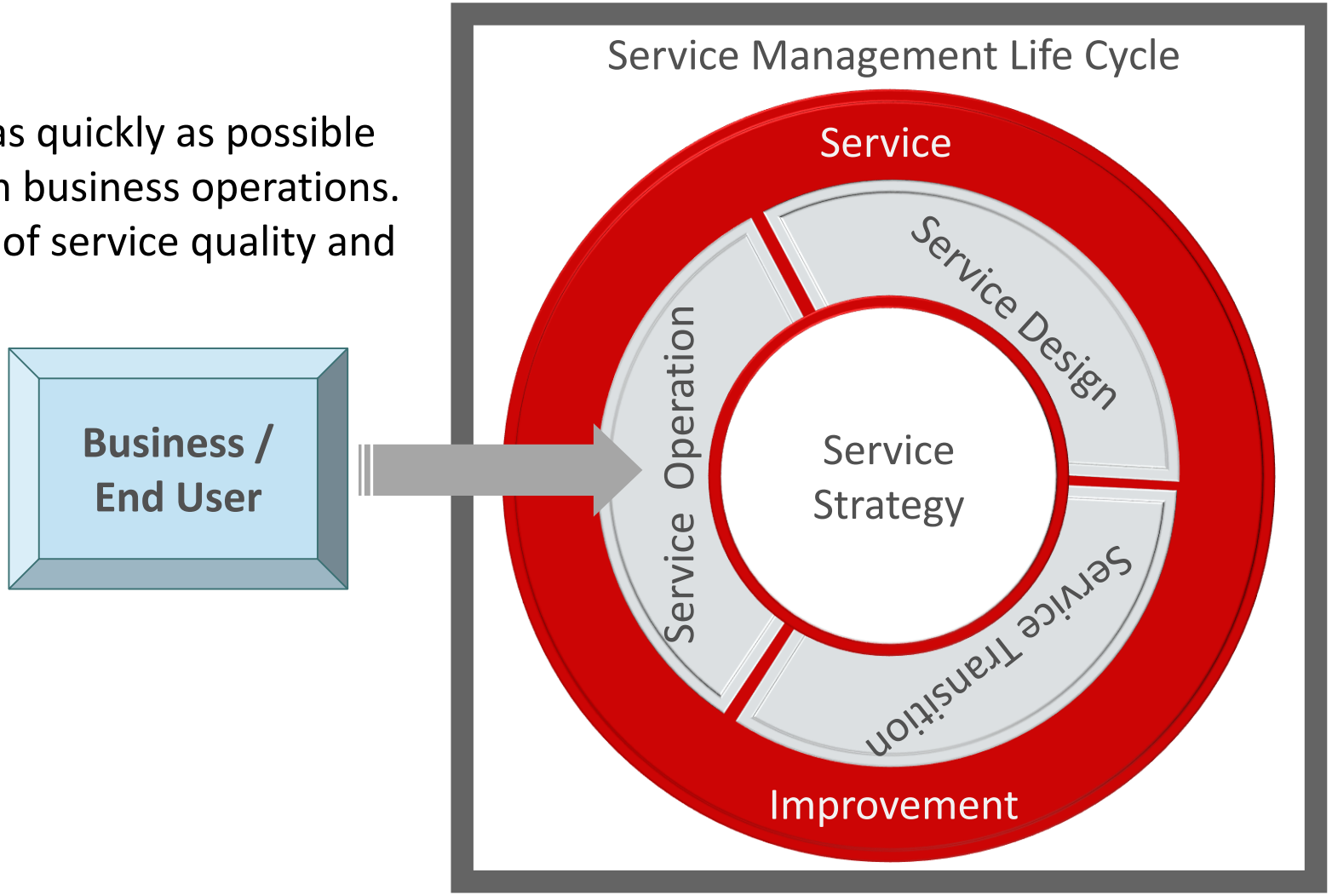
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Incident Management – A Brief Overview

Incident Management:

"Restore normal service operation as quickly as possible and minimize the adverse impact on business operations. Ensure that the best possible levels of service quality and availability are maintained."

(ITIL Definition)



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Incident Management – A Brief Overview

Inputs/Triggers

- User: Portal/Chat/Call
- Event Management
- IOT

Output

- Resolved Incident
- Problem record or Change
- Communication

Challenges

- Early incidents detection
- Speed of resolution
- Increase self-help
- Collaboration and input to other Processes (Problem/Change)
- Availability of information (known error, Analysis/Reporting)

Business Value

- Higher Service availability
- Faster incident resolution
- Alignment to business priorities in real time
- Identification of potential improvements

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Introduction

In this session, we will….

- Explore different ways of opening an Incident (Chat and Portal)
- Enhance efficiency while working with Incidents (Visual Task Board, Auto Assignment)
- Drive collaboration (comments and work note fields)
- Leverage out-of-box integrations between incident and change
- Use knowledge management during the course of resolving an incident
- Explore the Business Service Management Map to understand dependencies
- Configure the incident management form with new and existing fields
- Resolve an incident

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- Raise your hand and a lab guru will come and help you

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Additional Resources

Product Documentation

- https://docs.servicenow.com

Community Forum

- http://community.servicenow.com

Each other!

- What does the person sitting next to you do?

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The Labs

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Top Takeaways

1. **There are multiple ways to create incidents.**

2. **Knowledge/CMDB/Change/Reporting all natively integrate with Incident and drive efficiency and effectiveness of the Incident Management process.**

3. **Adding Automation reduces manual steps and help resolve incidents faster.**

4. **Visual Task Boards and Homepages help to organize your workplace and help to set priorities.**

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Thank You

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