

Case Study: Incident / Problem Management Improvement

Situation

- Unclear technology unit escalation paths leading to increased incident duration

Tasks

- Improve management of incidents and problems
- Standardise procedures
- Publish process to client technology units

Actions

- Secured senior management sponsorship
- Analysed current incident escalation process
- Identified areas for improvement
- Collated contact information for all technology units
- Published improved communication paths
- Implemented web based contact management portal

Results

- **Launched standardised website for NAM, EMEA and ASPAC regions**
- **1500 hits in first week of launch**
- **Enterprise impact time reduction goal exceeded**

