

## The Incident Management Process

Incident management aims to provide continuity of service to users by restoring or providing a particular service as soon as possible.

An incident is any event which is not part of the standard operation of a service which causes, or may cause, an interruption to or reduction in the quality of that service (failure), or, a request for the provision of a particular service (service request).

## Failures

Failures are requests for assistance with IT services when there is a fault or problem. Resolve times for failures are dependent on the assessment of impact vs. number of affected users. A priority is then assigned which determines this resolve time. A few examples of failures are;

- Computer unable to boot.
- Printer unable to print.
- User unable to login to email.
- Desktop application not working.

## Service Requests

Service requests are requests for the provision of additional services. Service requests typically have their own timeframes, the details of which can be found on the relevant web page for that service. A few examples of service requests are:

- Account creation.
- Installation of new application.
- Installation of new printer.
- Request for access to a particular system.