

Service Incident Management: The Simulation

Experience step-by-step guidance on how to establish a practice to manage incidents as they relate to customer activities and service level guarantees.

This simulation event is especially designed to help service professionals understand how to implement a highly efficient and effective systematic method to manage complaints regarding the quality or cost of a service.

The event provides practitioner styled instruction on the design, development and operation of a system and practice to manage incidents as they relate to customer activities and service guarantees - 'service incidents'.

The content and scope is based upon the Universal Service Management Body of Knowledge (USMBOK), USM540 Knowledge Area - Service Incident Management, and can include any third-party frameworks and concepts.

Key Concepts Explored

The key concepts discussed include:

- ☼ The Incident management system
- ☼ Incident Types, Classifications, and Characteristics
- ☼ Span of Control & Unity of Command
- ☼ Command Transfer and Escalation
- ☼ Impact, entitlement, and prioritization schemes
- ☼ Authorize Incident Response plan
- ☼ The Communication Equation
- ☼ Service Support Management

This simulation draws upon key concepts within Customer Relationship Management, Service Request Management and Service Impact Management, and using case study based scenarios, immerses the participant in real-world scenarios, supporting three levels of progressive instruction and experiential learning:

- ☼ 101: Introduction to key principles and concepts
- ☼ 102: How to design, develop practices and artifacts
- ☼ 103: How to assess a service provision capability

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The first stage of the simulation event, it uses simplistic scenarios and workshops to introduce:

- ☼ The goals and primary objectives
- ☼ The principles & scope of operation
- ☼ The key roles and responsibilities
- ☼ The key artifacts required to operate
- ☼ The key concepts and methods commonly used

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The second stage of the simulation event involves more detailed scenarios to support a comprehensive exploration of the following aspects of the knowledge area:

- ☼ The key inputs and outputs
- ☼ The fifteen major activities spanning four major phases:
 - START: Detect, Record, Identification, and Classification
 - ACTION: Verify Entitlement, Prioritization, Escalation & Notification, Assignment, and Diagnosis & Cause Analysis
 - 3R: Recover, Resolve, Restore
 - END: Complete, Close, and Report
- ☼ The three major influences and five sub activities for each major activity
- ☼ Governance, including policies or operational rules
- ☼ Interoperation & Integration with other areas

With over 135 elements this stage may be optionally used to assess and reengineer existing good practices.

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The third and final stage, typically support of 'Mode 3' operation, the simulation supports an intensive inspection of existing practices, and the identification of issues, and opportunities for improvement, and includes:

- ☼ Key Benefits of Service Incident Management
- ☼ Key Problems
- ☼ Key Performance Measures
- ☼ Implementation & Improvement Considerations

In addition to the levels of progressive information transfer, the simulation is architected to support three modes of use.

Mode 1 - Simulation Event

In this delivery mode it is a simulation focused event, with all group activities driven by the operation of the simulation, and the primary goal to introduce and instruct.

Mode 2 - Practitioner Education

Used in this mode, the simulation supports practitioner styled education events, where the classroom activities are designed to impart 'how to' guidance.

Mode 3 - Personalized Consulting

In this mode the simulation is used in brief sessions as part of an onsite consulting engagement, to prompt discussions, help inspect existing practices, and suggest or recommend an improvements.

A relevant simulation to ready service management professionals for real challenges.

