

## Product Information



# ITIL Incident Management

### LEARN

Complicated 89 page document broken down into a easy to learn, easy to follow process

### CUSTOMIZE

Edit these templates suite your organizations needs. Link resources to your business documents. Connect contact information to roles.

### SHARE

Publish the maps to the intranet and allow everyone in the organization to use and follow these best practices.

*Pre-defined templates ready for you to customize*



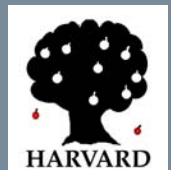
- Pre-made best practice templates based on Microsoft Operation Framework ITIL documents
- All tasks involved in Incident Management and Resolution clearly defined including roles, guidelines, and resources
- Task data is linked to the bookmarks within the source document for easy access

All of the ITIL process maps created in this set are based on Microsoft ITIL extension documents provided from the Microsoft Operations Foundation and the ITIL standards 2.0 and 3.0 documents. These documents are long and can be difficult to understand. Our goal in creating the process maps for the ITIL documents was to develop a systematic approach to implementing ITIL best practices. By instigating these effective and repeatable best practices, we can monitor and improve upon quality, training and technology transfer, compliance and efficiency.

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## Incident Management Overview



Harvard Computing Group created the ITIL Incident Management and Resolution TaskMap by mapping each of the five key processes defined on page 6 of the *Incident Management Service Management Function* document. These are further decomposed into detailed TaskMaps comprising 12 main processes with one split across 2 pages and one sub process. We also added bookmarks to topics of interest in the document and created hyperlinks to those topics from the TaskMap.

The ITIL Incident Management TaskMap was derived from the Microsoft *Incident Management Service Management Function* (SMF) document, which is available from Microsoft and included with the sample TaskMap. This Incident Management and Resolution SMF is one of 20 that comprise the Microsoft Operations Framework (MOF); more specifically, the Incident Management and Resolution SMF are in the Supporting Quadrant of the Microsoft Operations Framework.

Details of the Microsoft Operations Framework and the Incident Management and Resolution SMF are available at the following locations:  
For more information on the Microsoft Operations Framework, refer to <http://www.microsoft.com/mof>  
For an overview of the Supporting Quadrant, refer to <http://www.microsoft.com/technet/solutionaccelerators/cits/mo/mof/mofsupport.mspx>

### Everyone understands a TaskMap

"The goal for those documenting processes, is to present a clear and easy-to-understand picture of what is happening in the organization. **TaskMap is ideally suited to quickly and easily documenting business processes in a clear and comprehensive way.**"

We have been using TaskMap very successfully in a large Russian Steel Plant to document some of the business processes.

TaskMap was much more suitable than some of the more complex tools available for documenting processes. TaskMap inherently imposes its own discipline and methodology, helping to clarify and simply explain the business processes being documented."

Andie Stephens

Bronner Metals/  
AspenTech

## Sub-processes included within Incident Management:

- Incident Management Dashboard
- Obtain Service Request Details
- Classification
- Service Desk Resolves Incident
- No Known Resolution
- Major Incident Determination
- Major Incident
- Investigation
- Resolver Group Assignment
- Diagnosis Phase
- Troubleshooting Complex Incidents
- Resolution and Recovery
- Closure

### Organizations using TaskMap include:

ABB, Aligent, American Electric Power, Bank of America, Beckman Coulter, Blue Cross of America, Broadwing, Cardinal Health, City of Stamford, Earthlink, Erie Insurance, Fannie Mae, Feld Entertainment, Fidelity Investments, State of Georgia, Harvard University, Hoffman LaRoche, HP

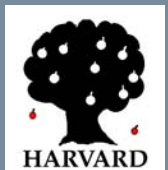
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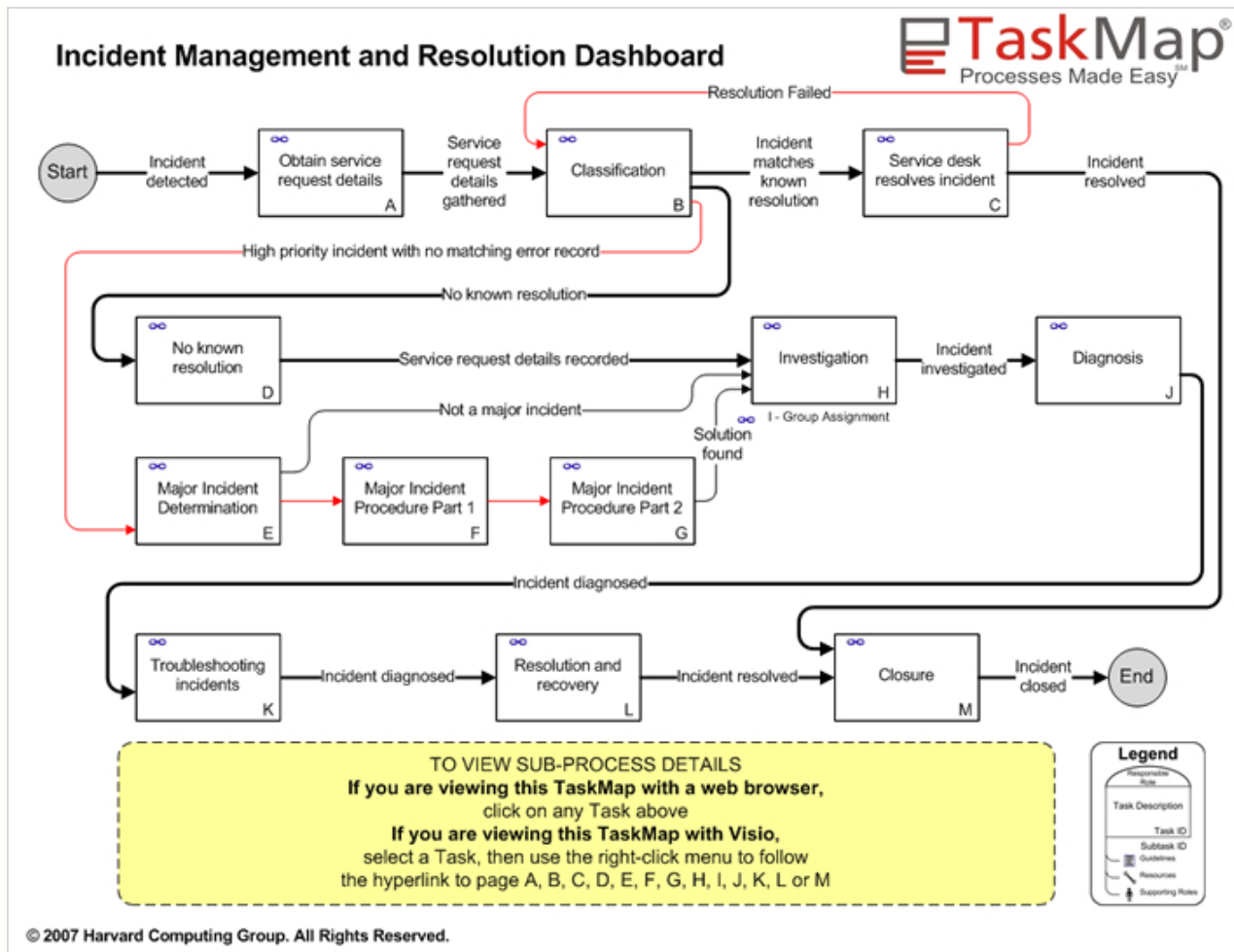
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## Incident Management and Resolution



*ITIL Incident Management and Resolution Dashboard*

### Organizations using TaskMap include:

IBM, International Monetary Fund, Johnson Space Center, Lockheed Martin, Mayo Clinic, Northrop Grumman, OneCall Medical, Pennsylvania Insurance Dept, Progress Energy, State of Florida, State of Texas, Symantec, Synagro, Takeda Pharmaceuticals, Toshiba, Verizon, Well Fargo Bank.....

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