

# 1. INCIDENT MANAGEMENT

## Topic/Question

1.1	<p><b>Incident Identification</b> Can incident records be created manually?</p> <p>-----</p>
1.2	<p><b>Unique Reference</b> Does the tool automatically allocate a unique reference to newly created records at the time of opening the record?</p> <p>-----</p>
1.3	<p><b>Date and Time</b> Is each incident record date and time stamped when created and again each time the record is updated?</p> <p>-----</p>
1.4	<p><b>Source of the Incident</b> Does each incident record contain a field or fields to record the identity of the source of reporting of the incident (such as event trigger, person or group)?</p> <p>-----</p>
1.5	<p><b>Contact Details</b> Does each incident record contain a field or fields to record the contact information and call back method such as telephone or email?</p> <p>-----</p>
1.6	<p><b>Incident Symptoms</b> Does each incident record contain a field or fields to describe the symptoms of the fault? This can include event parameters and user reported.</p> <p>-----</p>
1.7	<p><b>Configuration Item Details</b> Does the incident record contain a field or fields to relate a CI record(s) to the incident?</p> <p>-----</p>
1.8	<p><b>Incident Status</b> Does the incident record contain a field or fields to record the status of the incident (such as active, waiting, closed)?</p> <p>-----</p>

1.9	<b>Incident Categorization</b> Does the incident record contain hierarchical category fields to record the type of incident at opening, during the call, and, separately, at closing? The categories to be set by service desk or problem management to reflect SLA requirements, clarity of categories and changes in incident mix.
1.10	<b>Incident or Service Request</b> Is there the ability to open a service request from an incident record and to link the service request to that incident record?
1.11	<b>Incident &amp; Service Request Separation</b> Does the tool support the capability to separate service requests from incident management?
1.12	<b>Incident Priority</b> Are changes to an incident's priority recorded to provide an audit trail of why the priority was changed?
1.13	<b>Incident Priority</b> Does the incident record contain a field or field(s) to assign an initial incident priority according to pre-established and manually overridden conditions? (SLA, CI type, business services impacted, level of service disruption, security breach, service request)?
1.14	<b>Incident Priority</b> Can the priority be changed manually when circumstances dictate?
1.15	<b>Incident Priority</b> Can incident reports track priority changes correctly?
1.16	<b>Incident Assignment</b> Does the incident record contain a field or field(s) to assign the incident to a support department, group or individual?
1.17	<b>Incident Matching</b> Does the tool match incident records to related problem records and known error records?
1.18	<b>Incident Diagnosis Details</b> Does the incident record contain a field or fields to sequentially record diagnostic activities?

<p>1.19 Incident Functional Escalation Does the tool allow an incident record to be escalated based on pre-established and manually overridden conditions? (Such as service level target, operational level target, business priority, support tier)</p> <p>-----</p>
<p>1.20 Incident Hierarchic Escalation Does the tool allow an incident record to be escalated based on pre-established (in SLA or SDP) and manually overridden conditions? (Manager notification, supplier notification, business notification)</p> <p>-----</p>
<p>1.21 Incident Resolution Do the incident records have a field or fields to record resolution information including resolution date and time?</p> <p>-----</p>
<p>1.22 Incident Record Access Control Does the tool allow access controls to open, modify and close incidents based on pre-established conditions?</p> <p>-----</p>
<p>1.23 Incident Closure Does the incident record contain a field or fields to record closure categorization including closure date and time?</p> <p>-----</p>
<p>1.24 Management Reports Does the tool produce reports from record detail captured? Eg, total number of incidents over any given period, total number of active, closed, first time fix, by category, by user, by CI.</p> <p>-----</p>
<p>1.25 Additional Purchases Can the tool produce management reports without additional purchases such as consultancy or products?</p> <p>-----</p>
<p>1.26 Audit Trail Does the tool provide an audit trail of all incident record updates for: a) ID of individual recording the update b) Date and time of the action c) Type of action</p> <p>-----</p>
<p>1.27 ITIL Terms Does the tool use ITIL terms and definitions? Eg, incidents rather than 'tickets'</p> <p>-----</p>

1.28	<p><b>Customer/user Satisfaction</b> Does the tool enable user satisfaction measurement for incidents through surveys, follow-up or other methods for all or an agreed proportion of calls?</p> <p>-----</p>
1.29	<p><b>Problem Linking</b> Does the tool allow linking of an incident to one or more related problem records?</p> <p>-----</p>
1.30	<p><b>Known Error</b> Does the tool present known errors to service desk staff and/or self help users known errors potentially related to the incident being entered or worked on based on category, service, CI &amp; CI type?</p> <p>-----</p>
1.31	<p><b>Incident Models</b> Does the tool support incident models for particular types (categories, services, SLAs, CI types)?</p> <p>-----</p>
1.32	<p><b>Incident Models</b> Do incident models list, chronologically, the steps, with dependencies, that should be taken to handle the incident?</p> <p>-----</p>
1.33	<p><b>Incident Models</b> Do incident models include precautions, timescales and thresholds for completion of the actions with automatic escalation?</p> <p>-----</p>
1.34	<p><b>Incident Models</b> Does the tool provide necessary evidence-preservation security?</p> <p>-----</p>
1.35	<p><b>Incident Tracking</b> Can key incident attributes (status, priority, assignment to queues) only be set by the service desk?</p> <p>-----</p>
1.36	<p><b>Incident Tracking</b> Have all authorised users access to incident (status, priority, log, assignment, time stamp, etc.) information?</p> <p>-----</p>
1.37	<p><b>Priority Servicing</b> Does the tool enable service desk management to determine the order in which incidents are handled to ensure that incidents are dealt with in true business priority order.</p> <p>-----</p>

1.38 Recording of Resolution & Recovery

Does the tool support recording of actions taken and who takes them during resolution and recovery to ensure that a full history is maintained for all incidents?

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