



Incident Management Check List

CREATE ROBUST WORKFLOWS

- Establish a workflow for a clear process that encourages rapid resolution time.

PROVIDE MULTI-CHANNEL SUPPORT

- Allow users to raise tickets easily through various channels including email, chat, portal, etc.

AUTOMATE WHERE POSSIBLE

- Automate ticket assignment to the right members of the team for quick resolution.
- Consolidate the same alerts into one incident.

PRIORITIZE INCIDENTS

- Ensure business critical issues are addressed first with proper classification and assignment.

COMMUNICATE EFFECTIVELY

- Share the status of tickets with members of the team and the users that logged the incident.

REVIEW AND REPORT ON SIGNIFICANT INCIDENTS

- Analyze all major incidents with the goal of finding areas of improvement. This will help you take a proactive approach to your IT system.

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