



The background features three concentric circles in a light gray color. Scattered around these circles are several geometric patterns: a circle with diagonal stripes in the top-left, a circle with diagonal stripes in the top-right, a 4x6 grid of dots on the left, a triangle of dots in the bottom-left, and an inverted triangle of dots in the bottom-right. The main title is centered within the innermost circle.

# Controlling Chaos

An introduction to major incident management



# ADAM NORMAN

Founder & CEO

# Clients in 80 Countries

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MIM® is the professional body for IT Major Incident Management.

The Global Best Practice in IT Major Incident Management Training and Certification is exclusively owned and run by MIM.

# Today's Session.



What is a Major Incident?



The 3 phases of a Major Incident (and sub objectives).



What is Major Incident Management?



Common mistakes



The objective of Major Incident Management.



Being prepared

What is

# A Major Incident?

An event that creates a significant negative impact, or urgency, for a business or organisation.

Major Incidents cannot be dealt with using standard procedures.

They demand a response, a strategy and direction beyond the capabilities of a standard incident management process.









# The Objective of Major Incident Management

To restore normal service operation of business-critical services as quickly as possible whilst maintaining stakeholder confidence



THE

# Three Phases of a Major Incident

01

INITIAL 15 MINUTES

02

POST 15 MINUTES

(This phase can last hours  
and occasionally days).

03

RESOLUTION & CLOSURE



# Initial 15 minutes

01.


Validate the Major Incident

02.

Make all stakeholders aware of the Major Incident

03.

Engage the relevant Technical Resolving Group



# Post 15 minutes

01.

Identify and implement workarounds

02.

Maintain stakeholder confidence and  
communications



# Resolution & Closure

01.

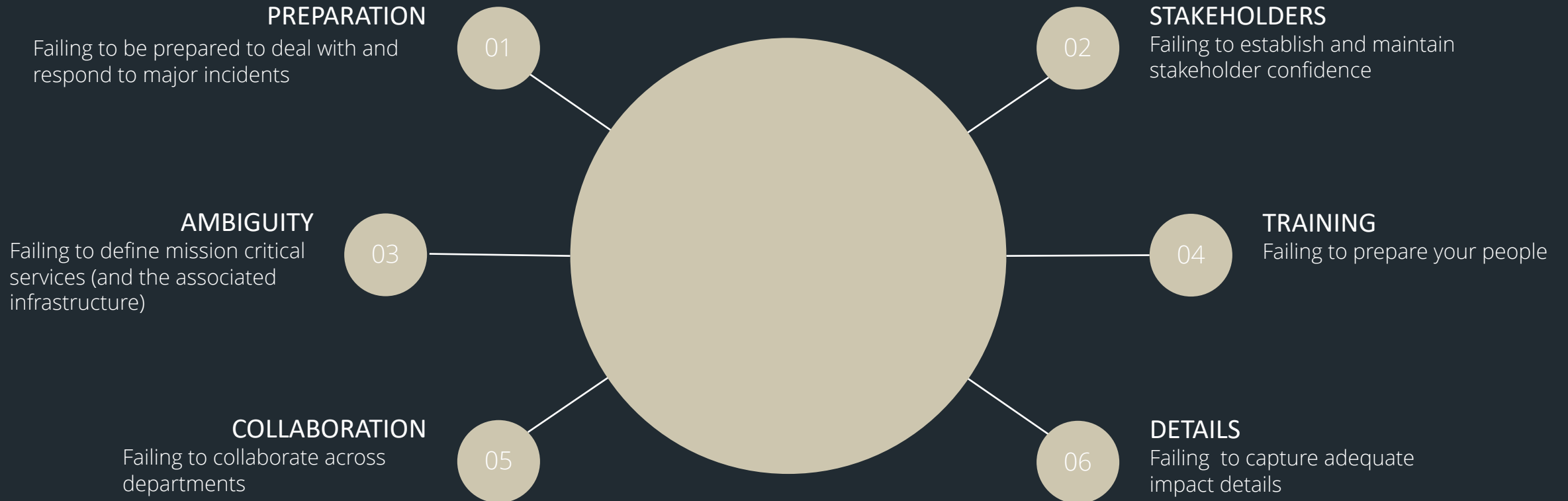
Restore normal service operation

02.

Complete administration, reporting and post-Major Incident review.

A FEW

# Common Mistakes



# Key Assets

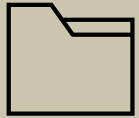
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Documented and agreed process



Communication channels



Communication templates



Properly trained people



Up to date contacts list



Configured ITSM tool



CMDB – well maintained



Agreed critical services list





## TALK

# Summary

- What is a major incident
- What is major incident management
- The objective of major incident management
- The 3 phases of a major incident (and sub objectives)
- Common mistakes
- Being prepared – key assets

# Connect with us

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