

# Major Incident

Ensure control, communication & coordination through Major Incident lifecycle



## 1. LOG & EVALUATE

The Service Desk agent can create a Major Incident (MI) based on agreed triggers. The MI Manager(s) will evaluate each logged Major Incident



## 2. COORDINATE & COMMUNICATE

The MI Manager can read the MI Log, tasks, emails and templates to coordinate the investigation and manage stakeholder engagement and follow up



## 3. RESOLVE & REVIEW

As part of the MI resolution the business down time is defined and a review meeting is scheduled to ensure follow up and MI improvement activities

## The Major Incident concept from BusinessNow

If you are having difficulties managing your most critical Incidents through their lifecycle, BusinessNow has developed a best practice concept to help you get in control. From our long experience in the process world, we have gathered best practice documentation, configuration and training for how to set up and embed the MI concept in your organization.

Our concept is a packaged solution to ensure focus on the MI procedure documentation, people (training/communication) and a predefined update set to ensure a rapid adoption of the MI practice.

If you want to know how this service can be implemented in your organization, please do not hesitate to contact us.

