PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Major Incident Management Workshop	**Course Duration**: 2.0 Days
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our Major Incident Management Workshop will cover the following topics:

1. Introduction to Major Incident Management

1.1. The Service Lifecycle

1.2. Business value

1.3. The Incident Management process

1.4. What is a Major Incident

1.5. The Major Incident Policy

1.6. The Major Incident Management sub-process/procedure

1.6.1. Categorisation

1.6.2. Prioritisation

1.6.2.1. Impact

1.6.2.2. Urgency

1.6.2.3. Severity

2. Major Incident Management justification and implementation roadmap

2.1. Benefit Analysis

2.2. Planning to implement

2.3. Continual Improvement

3. Major Incident Management and its relation to other management practices, processes and procedures

3.1. Service Desk

3.2. Service Catalogue Management

3.3. Business relationship Management

3.4. Problem Management

3.5. IT Service Continuity Management

3.6. Service Level Management

4. Major Incident Management roles and responsibilities

4.1. Key roles

4.1.1. The Major Incident Manager

4.1.1.1. Attributes and skills

4.1.1.2. Ownership

4.1.1.3. Attitude

4.1.1.4. Behaviour

4.1.1.5. Culture

4.1.2. The Major Incident Management Team

4.1.2.1. Constitution

4.1.2.2. Purpose

4.2. Key responsibilities

5. Major Incident Management practices

5.1. Invocation through to Closure

5.1.1. Identifying the major incident

5.1.2. Communicating to the impacted stakeholders

5.1.3. Assigning the right people

5.1.4. Tracking the major incident throughout its lifecycle

5.1.4.1. Activity logging

5.1.5. Escalation upon breach of SLAs

5.1.6. Resolution

5.1.7. Review

5.1.8. Closure

5.2. Managing an Incident

5.2.1. Reactive Management

5.2.2. Proactive Management

5.3. Communication

5.3.1. Purpose

5.3.2. Frequency

5.3.3. Audience

5.3.4. Content

5.3.5. Context/Sources

5.4. Crisis Management

5.5. Managing expectations

5.6. Reporting

6. Activities and techniques that support Major Incident Management

6.1. Incident matching techniques

6.2. Situational awareness

6.3. Analysis techniques

6.4. Facilitation techniques

6.5. Resource management

6.6. Escalation procedures

6.6.1. Functional escalation

6.6.2. Hierarchic escalation

6.7. Communications planning

7. Major Incident Management challenges and risks

7.1. Challenging scenarios

7.1.1. Small organisations

7.1.2. Global and distributed organisations

7.1.3. Outsourced environments

7.1.4. Organisations with limited resources

7.1.5. Situations of conflict of interest

7.1.6. Lack of management commitment

7.2. Risks

7.3. Further activities

7.4. Follow-on actions

7.5. Wrap-up

Course Overview

Major Incident Management is a sub-process/procedure which forms part of the Incident Management process and is used in the vast majority of larger service providers to manage both major and critical incidents and recover IT services within the agreed business timescales.

The 2-day workshop is designed to increase the delegate's knowledge and understanding of the terminology and the core principles and themes such as: planning and implementation; continual improvement; potential benefits, as well as the challenges and risks of implementing Major Incident Management within their organisation.

The Major Incident Management Workshop also includes examples of implementation structures, governance, tooling and data, reporting and communication considerations and the common sub-processes and activities used in Major Incident Management.

A candidate who attends the Major Incident Management Workshop will learn how to effectively deliver business value and will be able to contribute to the implementation, use and support of IT Services within an organisation.

Major Incident Management is just one aspect of managing and supporting IT Services and does not sit in isolation, its interfaces both on a process, people and supplier level is also explored within the scope of the workshop.

Course Learning Outcomes

Candidates should be able to demonstrate knowledge of the fundamental concepts of Major Incident Management and an understanding of bringing together multiple service providers (both internal and external) to strive for a common goal, in order to support the client organisations' agreed objectives for service support and delivery.

Specific Learning Objectives of the Major Incident Management Workshop:

- Introduction to Major Incident Management
- Implementation roadmap
- Relationship to other management practices
- Roles and responsibilities
- Practices
- Support Processes
- Challenges and risks

Audience

Our Major Incident Management Workshop will be most applicable to those working in Incident and Problem Management. Job titles include:

- Incident Manager
- Crisis Manager
- IT Operations Manager
- Service Desk Manager
- Disaster Recovery Manager
- Problem Manager
- Head of IT

- Business Continuity Manager

Entry-Level Requirements

There are no entry-level requirements for our Major Incident Management Workshop.

Recommended Reading

There is no recommended reading associated with our Major Incident Management Workshop.

What's Included

Our Major Incident Management Workshop includes the following:

- Comprehensive Course Folder
- Certificate of Attendance

Exam Information

There is no examination or certification associated with our Major Incident Management Workshop.

What's Next

After our Major Incident Management Workshop, you should consider taking one of our ITIL® 4 certification training courses, the ITIL 4 certification path starts with the ITIL Foundation course. You might also find out Problem Management and Root Cause Analysis Techniques Workshop helpful too.

Additional Information

Major Incident Management is a sub-process/procedure which forms part of the Incident Management process and is used in the vast majority of larger service providers to manage both major and critical incidents and recover IT services within the agreed business timescales.

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