

# Spectra Incident Management



Automate entire incident life cycle to ensure the best possible levels of service

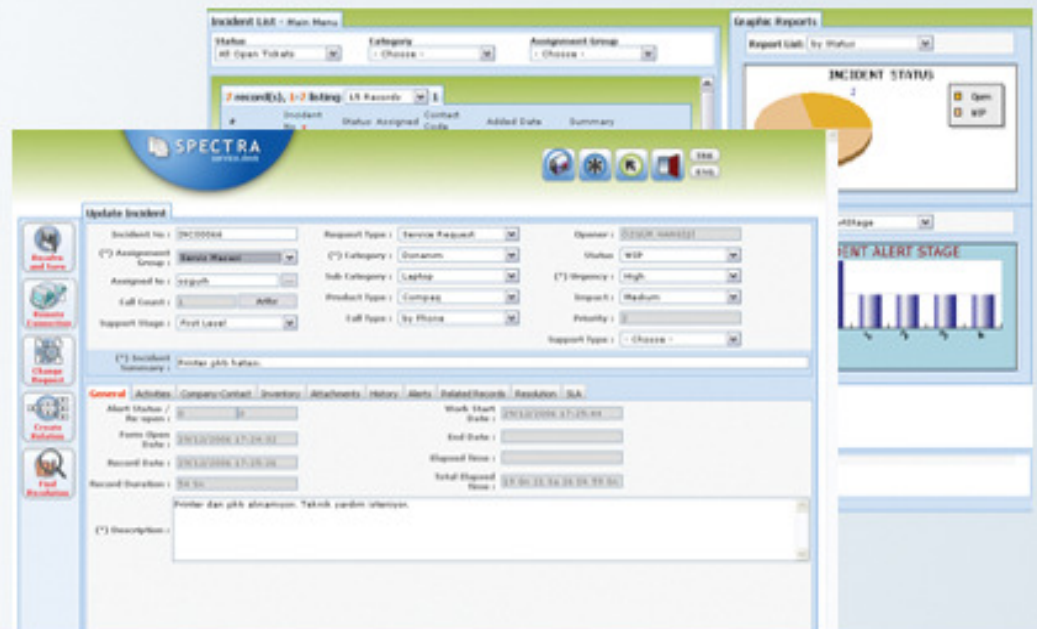
Product Datasheet

All organizations experience incidents that either impact or threaten to impact the normal running of the business. As businesses have become increasingly dependent upon their IT services, the need to react quickly and effectively to any incidents that adversely affect IT services or infrastructure has become paramount.

Incident management is a critical process that provides organizations with the ability to first detect incidents and then to target the correct support resources in order to resolve the incidents as quickly as possible. The process also provides management with accurate information on the incidents impacting the organization, so that they can identify the required support resources and plan for their provision.

Spectra Incident Management provides automated best practices for managing incidents from the time they are reported through service recovery. Following the Information Technology Infrastructure Library (ITIL) guidelines, Incident Management provides incident escalation, assignment, and integrated knowledge management so that incidents can be resolved quickly or assigned and managed based on the enterprise's business rules.

- » Align IT with Business Goals
- » Leverage ITIL Guidelines and Other Best Practices
- » Enable Proactive Service Support



## Incident detection and recording

- Record basic details of the Incident
- Alert specialist support group(s) as necessary

## Classification and initial support

- Classifying Incidents
- Matching against Known Errors and Problems
- Informing Problem Management of the existence of new Problems and of unmatched or multiple Incidents
- Assigning impact and urgency, and thereby defining priority
- Assessing related configuration details (daily verification)
- Providing initial support (assess Incident details, find quick resolution)
- Closing the Incident or routing to a specialist support group, and informing the User(s).

## Investigation and diagnosis

- Assessment of the Incident details,
- Collection and analysis of all related information, and resolution (Including any Work-around) or a route to n-line support

## Resolution and recovery

- Resolve the Incident using the solution/Work-around or, alternatively, to raise an RFC (including a check for resolution)
- Take recovery actions.

## Incident closure

## Ownership, monitoring, tracking and communication

- Monitor Incidents
- Escalate Incidents Inform User

## Key benefits

The major benefits to be gained by implementing Spectra Incident Management process are as follows:

### For the business as a whole:

- Reduced business impact of Incidents by timely resolution, thereby increasing effectiveness
- The proactive identification of beneficial system enhancements and amendments
- The availability of business-focused management information related to the SLA.

### For the IT organisation in particular:

- Improved monitoring, allowing performance against SLAs to be accurately measured
- Improved management information on aspects of service quality
- Better staff utilisation, leading to greater efficiency
- Elimination of lost or incorrect Incidents and service requests
- More accurate CMDB information (giving an ongoing audit while registering Incidents)
- Improved User and Customer satisfaction.

InfraTech develops and sells enterprise software that enables customers worldwide to consolidate their business and manage their IT infrastructure. InfraTech solutions are based on industry best practices including IT infrastructure library (ITIL). InfraTech consolidation model enables IT organization to move from reactive to proactive operating practices, thus maximizing the strategic value of IT. InfraTech is headquartered in Istanbul, Turkey.

**ITIL COMPATIBLE**

**Service Delivery  
Service Support**