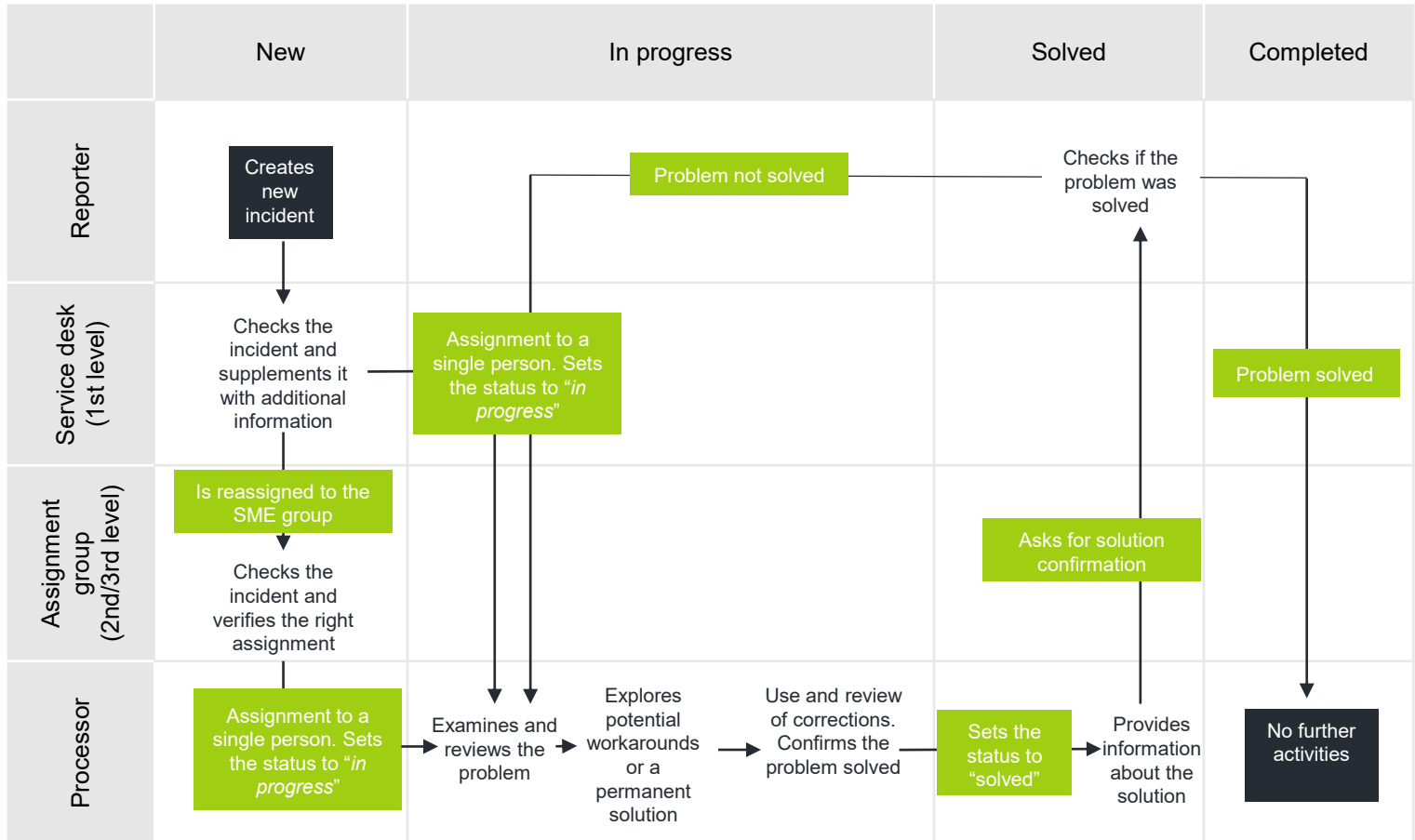




Incident Management's job is to restore regular service operations as quickly as possible after a reported incident and to minimize disruptions to operational processes.

Process visualization of ServiceNow Incident Management



Roles in Incident Management

Reporter



- Determines adverse effect on relevant service
- Reports the incident to the service desk
- Involved in implementing a solution or workaround



Service desk (1st level)

- Central point of contact for all queries
- Tries to solve the incident directly
- Unsolved incidents are sent to persons with greater expertise

Assignment groups



- Second level and third level support
- Specializes in specific services
- Supports the service desk
- Reviews the incident in terms of the area of expertise



Processor

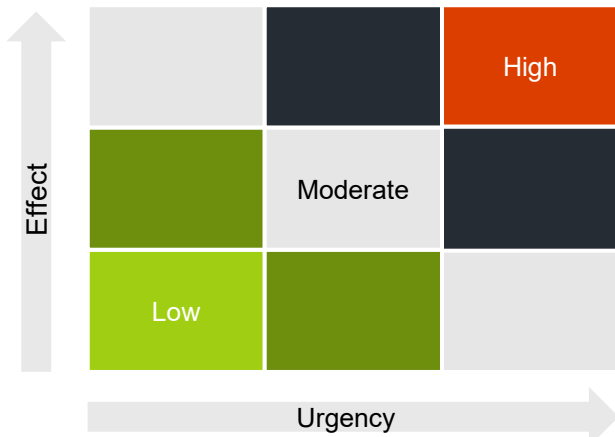
- Develops a potential solution
- Communicates with the reporter to obtain further information, make solution proposals, or submit a time estimate



Incident types

Known error	Incident	Major incident
<ul style="list-style-type: none"> Incidents that have already occurred If possible, the incident can be solved directly by the service desk Solution or workaround (if available) should be documented 	<ul style="list-style-type: none"> Can potentially be solved by the service desk directly If necessary, delegates it to the second or third level assignment group 	<ul style="list-style-type: none"> Critically impacts business-relevant services Requires immediate resolution Coordinated by dedicated incident managers and closely monitored with high priority

Priority matrix



KPIs

Indicator	Goal
Quantitative	<ul style="list-style-type: none"> Average processing time per incident Number of incidents per user
Process-related	<ul style="list-style-type: none"> Number of assignment changes Percentage of incidents resolved on the first level
Operational	<ul style="list-style-type: none"> List of active major incidents Active incidents based on priority

About us

Agile and new but with more than 30 years of experience—that's agineo, the largest partner of the platform provider ServiceNow in the DACH region. As an Enterprise Service Management specialist, we design business processes and implement them in software for well-known clients. To do this, we can draw on the broad technological expertise of the entire Materna Group, which is delegated across over 4,000 employees.

Our promise to deliver

With unwavering dedication and flexibility, we passionately take on responsibility for our customers. Our mission is their success, and we pull out all the stops to make it happen, both on time and on budget.