NAVVIA

Incident Management

Major Activities

Table of Contents

Introduction

Navvia is pleased to provide you with this complimentary overview of the Incident Management Process. To learn more about Navvia and the Navvia Process Designer please visit us at https://navvia.com

Activities

Here at Navvia, we strongly believe in simplifying complex processes by breaking them down into a series of high-level activities. These activities serve as a guide, outlining the crucial steps in the process and the connections between them. We then map out the detailed tasks required to complete each activity. Organizing processes in this way makes it easier to understand and communicate the process effectively.

The following are the key activities of the Incident Management Process.

Detect & Record

The Detect & Record activity involves identifying Incidents through human observation or system monitoring. It is crucial to gather all relevant information about the Incident at the time of its creation. During this process, we determine the category of the issue and its symptoms. If the issue is deemed to be a Service Request instead of an Incident, it will be redirected to the Request Fulfillment process.

Cross-Functional Flow Diagram
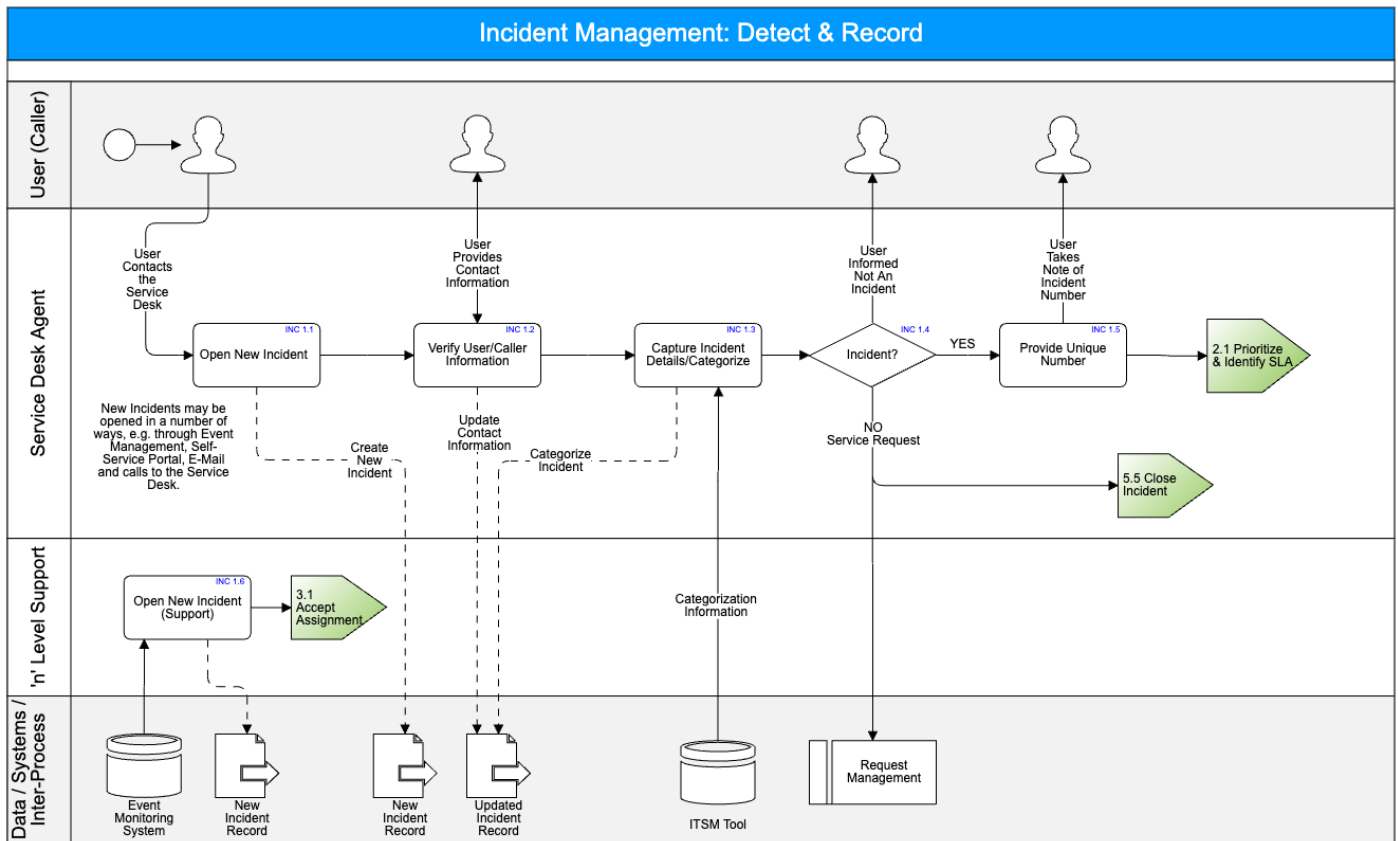
Prioritize & Initial Support

During this activity, we associate the incident with the relevant service level agreement and determine values for impact, urgency, and priority parameters. If necessary, we may declare a major incident and follow the appropriate procedures. We also conduct incident matching to identify duplicate incidents and find a solution or workaround. We notify relevant stakeholders based on priority parameters.
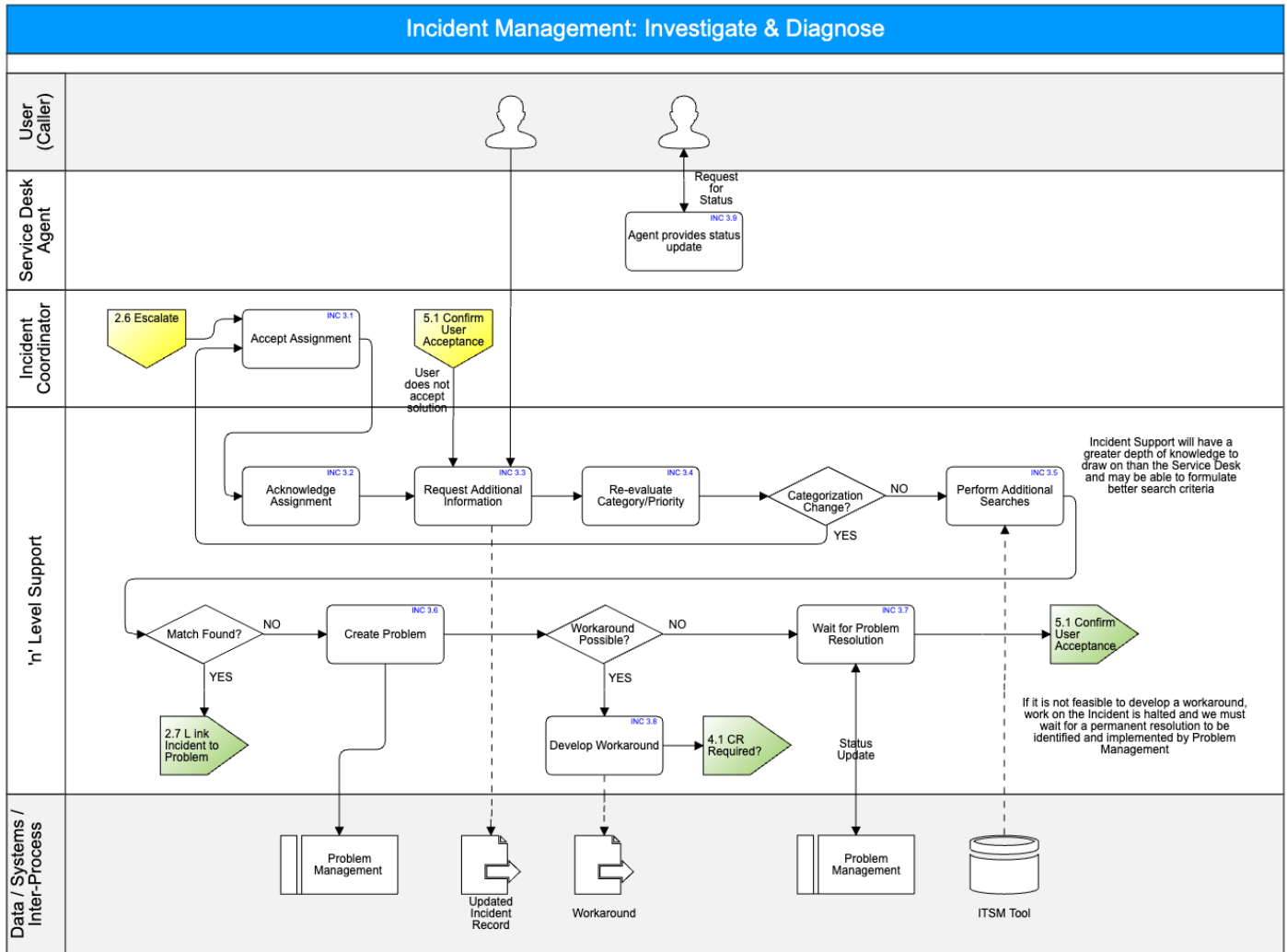
Cross-Functional Flow Diagram
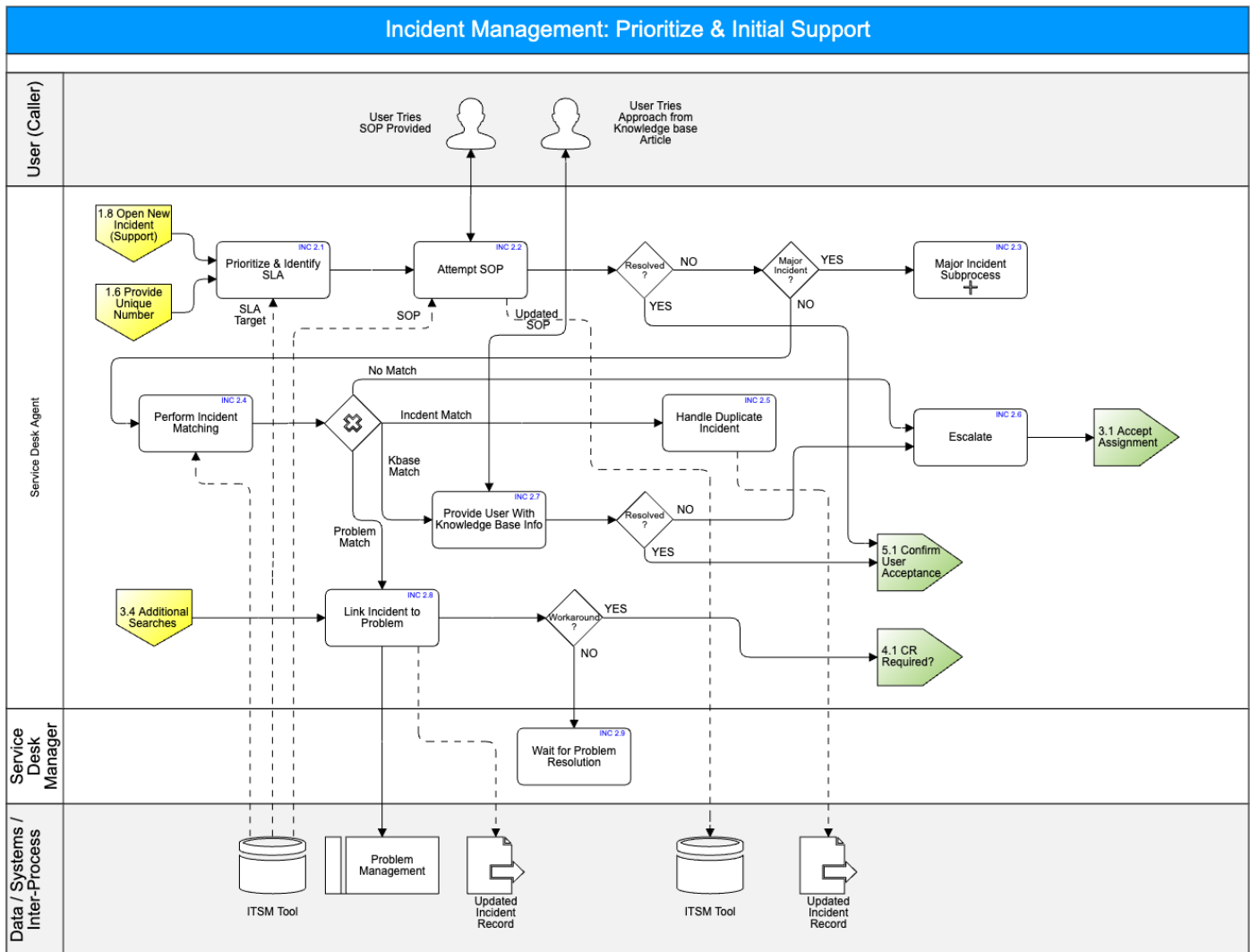
Investigate & Diagnose

During this activity, workarounds are either located or developed. It's possible that other support groups may need to be contacted for assistance. If the Incident cannot be linked to an existing problem, a new one is created.

Cross-Functional Flow Diagram

Resolve & Recover

In this activity, we will put into action the solution or workaround identified or created in the previous step. If necessary, a CR (change request) will be submitted and the Change Management process will oversee the implementation. In addition, recovery actions may also be taken based on the severity of the Incident.

Cross-Functional Flow Diagram
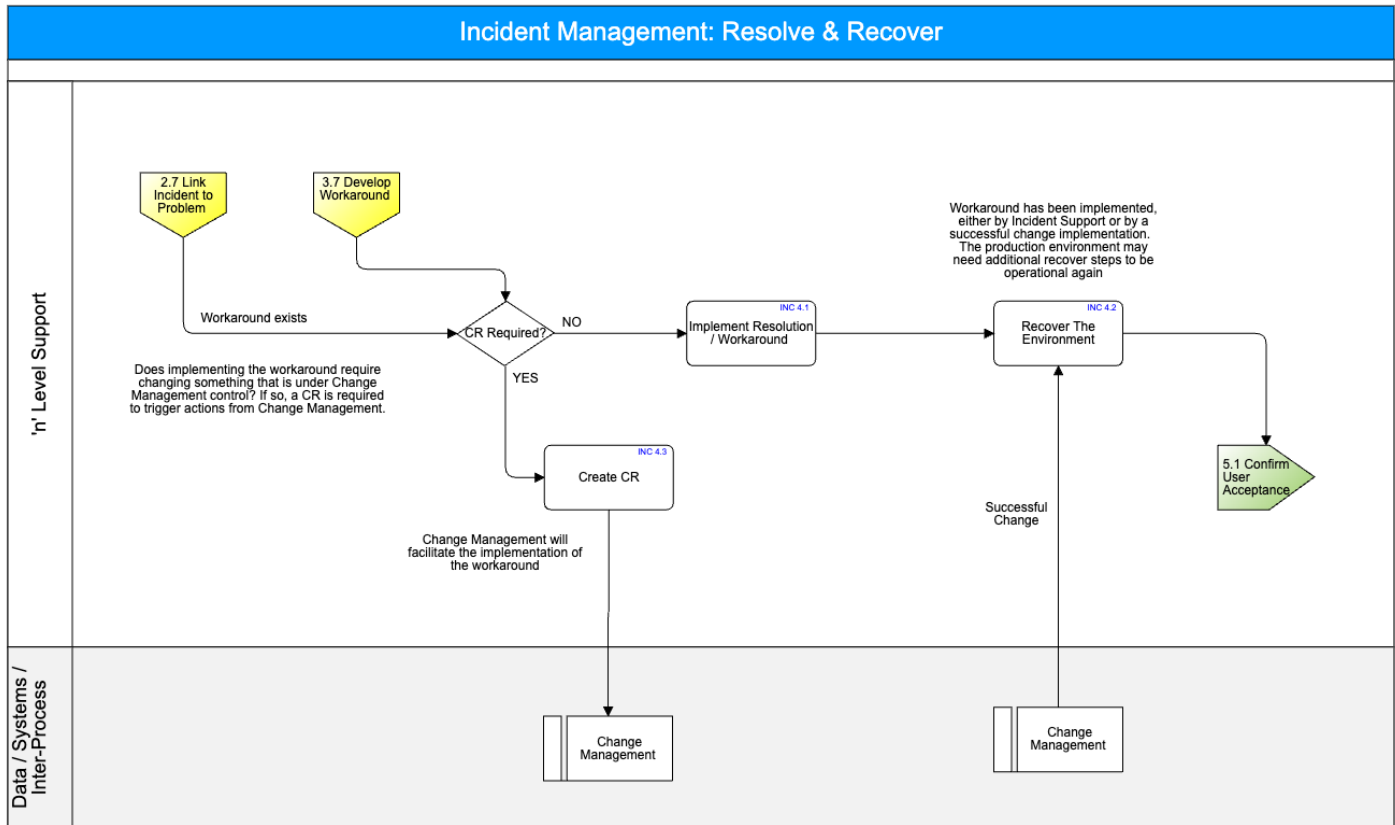
Close Incident

After successfully implementing a workaround or solution, it is important to close the Incident. It is recommended to reach out to the affected user(s) to confirm their acceptance of the resolution and to gather any further feedback on how the issue was handled. Make sure to document the details of the solution and select an appropriate closure and cause code.

Cross-Functional Flow Diagram
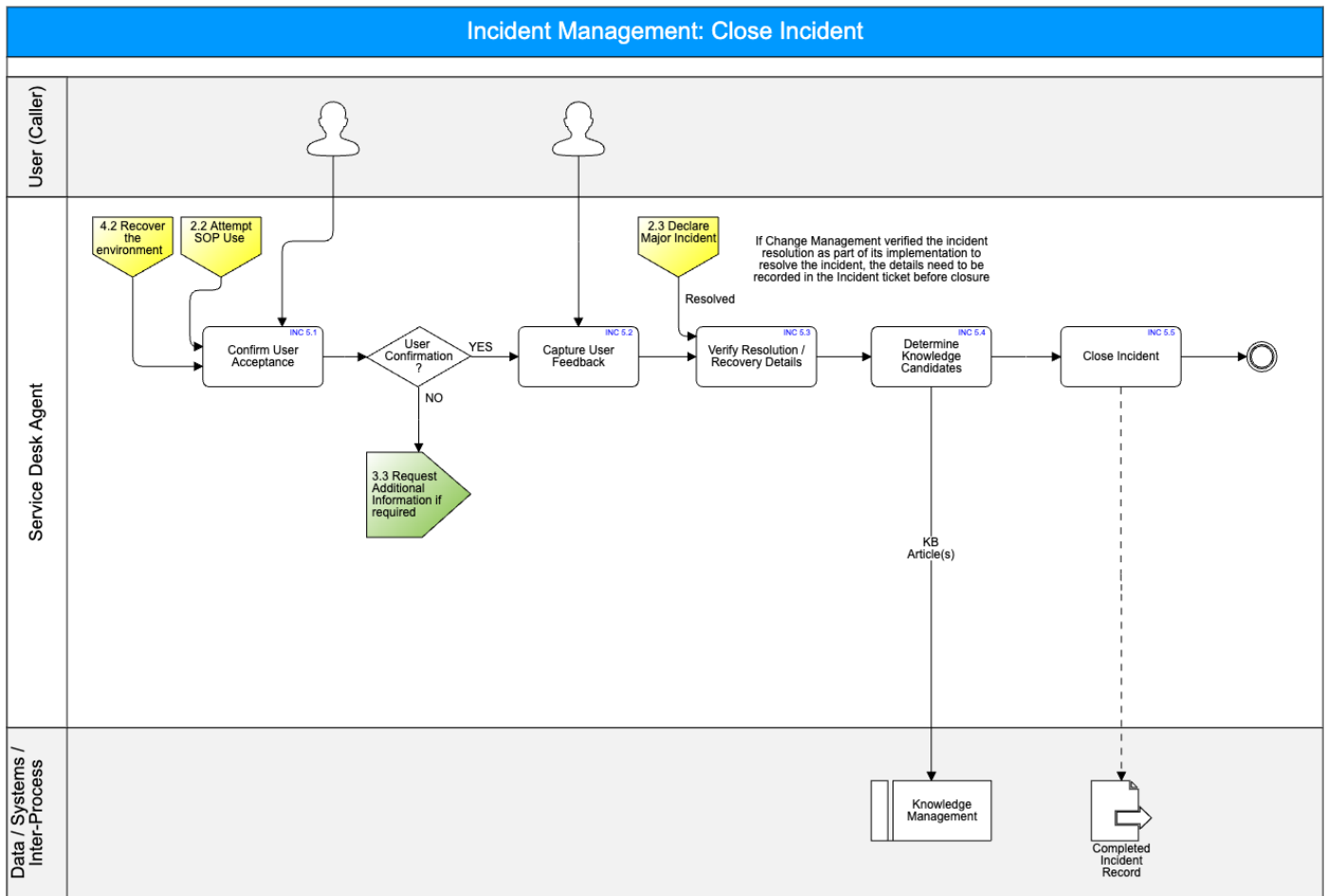
Expanded Sub-processes (SP)

The details for the activities and tasks within the Sub-Process

Major Incident Subprocess	
Activity:	2.3
Description:	Major Incident involves proposing an incident as a major incident candidate, accepting the candidate as a major incident, working with the major incident management group and different stakeholders to resolve the issue, and to communicate between different group members. If a critical business service is impacted or if there is a service outage that affects large number of users, you can create a major incident.

Major Incident Subprocess

Major Incident involves proposing an incident as a major incident candidate, accepting the candidate as a major incident, working with the major incident management group and different stakeholders to resolve the issue, and to communicate between different group members. If a critical business service is impacted or if there is a service outage that affects large number of users, you can create a major incident.

SP Cross-Functional Flow Diagram